



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: RESEARCH PROCESS

Approval Date	23 March 2017
Commencement Date	23 March 2017
Review Date	23 March 2018
Periodical Review	Annual
Resources	Internal staff, Budget, Partnerships, Tools of trade
Intent of SOP	To document the Standard Operating Procedure (SOP) for the Research 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 conducting the research Process.
Scope	This document applies to all Departmental officials rendering services of Research.
Objective(s)	<p>The objectives of Research Process are:</p> <ul style="list-style-type: none">To provide guidance to officials conducting research on matters relating to ethics, methodology, analysis and reporting.
Definitions	Research: Is the systematic investigation into and study of material and sources in order to establish facts and reach new conclusions.

	<p>Data Collection: Is the process of gathering and measuring information on targeted variables in an established systematic fashion, which then enables one to answer relevant questions and evaluate outcomes.</p> <p>Questionnaire: A set of printed or written questions with a choice of answers, devised for or the purposes of a survey or statistical study.</p> <p>Analysis: Is a detailed examinations of the elements or structure of something.</p>
Key Performance Indicator	Number of research reports completed
Principles	<p>The following principles underpin the policy on the funding of social development service providers:</p> <p>Efficiency and effectiveness - Achievement of objectives in a most cost-effective manner.</p> <p>Empowerment - To enhance the capacity of communities to analyse their livelihood framework and develop strategies for sustainability of their livelihood.</p> <p>Equity - Redistribution of resources based on need, priorities and historical discrepancies. Voice of the voiceless should be heard.</p> <p>Participation - Active involvement of officials, stakeholders and community in societal programme and project design aimed at poverty eradication.</p> <p>Partnership - A social partnership of government, community, civil society and the business sector to deliver services.</p> <p>Social Integration – Social Cohesion.</p>
Compliance Measures	Budget for Data Collection

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Table the research agenda to the committee	<ul style="list-style-type: none"> • Convene a research committee meeting • Table the research agenda for the identified financial year • Decide on the focus area 	Research Deputy Director Assistant Director Director: Population Promotion Unit.	Concept document / Research proposal	45 minutes
2	Facilitate Consultation between research unit and the affected unit	<ul style="list-style-type: none"> • Convene a meeting between the two directorates • Analysis of the problem that must be solved • Make a decision on the research topic 	Research Deputy Director Assistant Director Director: Population Promotion Unit. DSD	Research proposal Minutes Attendance register	45 minutes
3	Appoint project steering committee	<ul style="list-style-type: none"> • Identify of project members based on expertise and interest • Draft letters & have them signed by the Director: Population Policy Promotion (PPP) • Deliver the letters and request acknowledgement 	Research Deputy Director Assistant Director Director: Population Promotion Unit.	<ul style="list-style-type: none"> • Research proposal minutes • Signed letters • Attendance Register 	45 minutes
4	Develop Research proposal	<ul style="list-style-type: none"> • Develop Literature review around the topic • Write up the proposal following the framework • Submit the proposal to the Director for approval • Present the proposal to the research committee/learning network for consideration and inputs 	Research Deputy Director Assistant Director	<ul style="list-style-type: none"> • Draft Research proposal 	45 minutes

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
5	Facilitate Ethical clearance (Applicable to studies that involve vulnerable human research subjects)	<ul style="list-style-type: none"> • Contact Institutions of Higher Learning's ethical clearance committee • Reach agreement with relevant Institutions of Higher Learning's ethical clearance committee • Submit the proposal and await clearance 	Research Deputy Director Assistant Director	<ul style="list-style-type: none"> • Final Research proposal 	1 day
6	Design Data Collection Instruments	<ul style="list-style-type: none"> • Construct Questionnaire according to relevant research guidelines 		<ul style="list-style-type: none"> • Questionnaire 	2 days
7	Conduct Fieldwork Training	<ul style="list-style-type: none"> • Train the fieldworkers on the research tool that is probing 	Research Deputy Director Assistant Director Senior data Capturer	<ul style="list-style-type: none"> • Training Report • Attendance Register 	1 day
8	Negotiate entry to the community	(Reference Community Mobilization process step)	Research Deputy Director Assistant Director	<ul style="list-style-type: none"> • Minutes of the meeting • Pictures 	1 day
9	Conduct Fieldwork /Data Collection Process	<ul style="list-style-type: none"> • Visit the community and collect data (in depth interviews, focus group discussions, case studies etc.) 	Research Deputy Director Assistant Director Senior data Capturer	<ul style="list-style-type: none"> • Field work Report • Completed Questionnaire 	3 Months
10	Supervise the fieldworkers	<ul style="list-style-type: none"> • Ensure that the process is according to the sampling procedures, the questionnaire/guides that are all filled-in, focus group discussion are done with the targeted population, 	Research Deputy Director Assistant Director Senior data Capturer	<ul style="list-style-type: none"> • Questionnaire Report 	3 Months
11	Perform Quality Assurance of Questionnaires	<ul style="list-style-type: none"> • Number the questionnaires as they come, putting them according to the 	Assistant Director Senior data Capturer	<ul style="list-style-type: none"> • Verified Questionnaires 	Two weeks

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		sampled districts and lock the questionnaires in a safe place			
12	Test reliability and the validity of the study	<ul style="list-style-type: none"> Consider the research method used or proposed spread sheet will be created, data will be entered, and variables will be created, data cleaned (quantitative research method). Data will be transcribed, themes and categories will be created considering the research question at hand (Qualitative research). Confidence level error etc. 	Research Deputy Director Assistant Director Senior Data Capture	<ul style="list-style-type: none"> Spread sheet 	1 month
13	Analyzes the data	<ul style="list-style-type: none"> Create tables, charts, graphs and give meaning to them and interpret the data. Formulate the recommendations 	Director: PPP Research Deputy Director Assistant Director and Senior Data Capture	<ul style="list-style-type: none"> Draft Research report 	3 months
14	Write the report	<ul style="list-style-type: none"> Structure the report according to the proposal, present findings into the report, include recommendations. 	Research Deputy Director Assistant Director	<ul style="list-style-type: none"> Preliminary research report 	1 month
15	Prepare the presentation Slides	<ul style="list-style-type: none"> Prepare PowerPoint slides for presentation, (findings and recommendations) 	Research Deputy Director Assistant Director	<ul style="list-style-type: none"> PowerPoint presentation Report 	1 day
16	Present the findings	<ul style="list-style-type: none"> Present the slides to the following structures Unit, Research Committee, Top Management, Research and Learning Network. Present to sampled community. 	Director: PPP Research Deputy Director Assistant Director	<ul style="list-style-type: none"> Research report findings 	2 weeks

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
17	Present to the Social Transformation Cluster	<ul style="list-style-type: none"> Issue the hard copies to the structures Write a Concept Document for the Social Transformation Cluster and submit it for approval. Present the report to the Social Transformation Cluster 	Director Research Deputy Director	<ul style="list-style-type: none"> Research Report findings 	1 day
18	Launch the Report	<ul style="list-style-type: none"> Presentation and launching (making the report available to the public) of the report, in line with the government intellectual property act of 2008 and other relevant legislations 	Director: PPP Research Deputy Director, Assistant Director and Senior Data Capture	<ul style="list-style-type: none"> Report Presentation 	1 day
19	Disseminate the research report	<ul style="list-style-type: none"> Present the research findings in collaboration with the Advocacy & IEC to relevant stakeholders 	Research Deputy Director Assistant Director	<ul style="list-style-type: none"> Report on Dissemination of findings Attendance Register 	Annually
20	Compile overall Research report	<ul style="list-style-type: none"> Write the report that contains the research process, dissemination process and key pertinent issues come-out 	Assistant Director Senior Data Capture	<ul style="list-style-type: none"> Final Research Report 	Annually

REFERENCES:






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

DOCUMENT NAME	SECTION / DOCUMENT DESCRIPTION	Effective Date (if applicable)
Previous/Relevant Research conducted by others	In order to make informed decision on the literature that were or will be used for developing research.	Not older than 10 years
Population Policy (1998)	Through the Population Policy the research unit enhances the understanding of South Africa's population trends and dynamics, through research conducted.	1998
Labour force survey	The Quarterly Labour Force Survey (QLFS) is a household-based sample survey conducted by statistics SA to collect data on the labour market activities of individual aged 15 years and above.	Quarterly
Census data	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.	2011
Demographic health survey	The survey aims to provide a better understanding of the health status of the population in South Africa. Key topics include child health, reproductive health, adult health and nutrition	Not applicable
Community survey	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	Municipal and Household data provided between the Censuses
Mid-year estimates	Are the projection of the size and composition of the future population, projections are used to incorporate the impacts of HIV and AIDS on fertility and mortality. This is done so as to guide the planning of the demographic changes in future and how they affect the population.	Annually
Legislations	Intellectual Property Act, 2008 Health and Community Personal Information Protection ACT, 2004 Protected Disclosure, ACT, 2004 National Archives and Record Services of South Africa ACT, 38 OF 2001 Information Privacy ACT, 200 Data Protection ACT, of 1998	
Population projections	Population projections are conducted in order to guide the planners on the demographic and population issues, so as to plan ahead.	5 years

PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Personnel	Limited Personnel	H	H	Recruitment of personnel	Manual
Budget	Limited Budget	H	H	Increase of Research Budget	Manual
Software resources	Software resources	H	H	Procurement of Departmental software	System
Social unrest and Natural disasters	Social unrest and Natural disasters	M	H	Postponement of the activity	Manual

AUTHORIZATION:

Designation:	Name:	Signature:	Date:
Quality Checked By	N.A.Meazzi		04/11/2016
Director : IBS			
Director (e)	D. Tattall		4/11/16
Recommended by	D.X.Mehrotra		07/11/2016
Chief Director :			
Recommended by Deputy Director General	N.Beast		22/08/2017
Approved by Superintendent General	S.Khanjia		24/03/2017
Distribution and Use of SOP	DDGs; Chief Directors; Directors at Head Office; District Directors; Deputy Directors; Corp Services (Head Office & Districts); Deputy Directors; Finance; (Head Office & Districts); CDPs at all levels, Social Workers at all levels.		