

ADMINISTERING SOCIAL GRANTS: PROCESS AND PEOPLE

Compiled by Thobeka Mbonambi using data from 2010/11 - 2015/16

STUDY CONTEXT

An analysis of SASSA's administration expenditure, identify gaps, wasteful expenditure and savings areas in order to achieve better service delivery.

BACKGROUND

- Social assistance programmes in the form of grants are viewed as one of the measures to combat poverty.
- Approximately **30%** South Africans receive social grants (mainly those in poor communities)
- Administration of these grants is the role of the **South African Social Security Agency (SASSA)**
- There is still a number of challenges with the way the agency is administering these grants such as:
 - Lengthy timespan between application and approval for applicants
 - Long queuing time for the elderly
 - Slow manual processes that are open to corruption and human error

SASSA'S STRATEGY TO IMPROVE SERVICE

Implement a customer care based approach to everyday business
Automate a majority of the business processes

Improve the application process and turnaround time

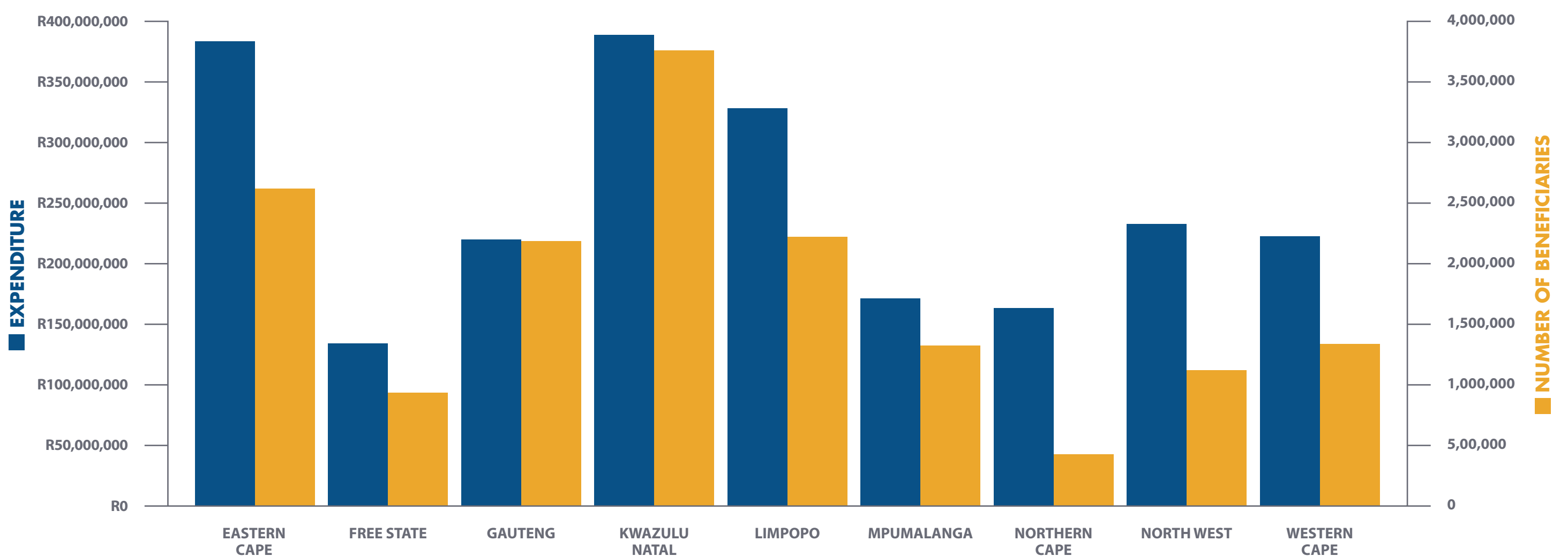
EXPENDITURE ANALYSIS

South African Social Security Agency receives its funding from **THE DEPARTMENT OF SOCIAL DEVELOPMENT** which receives its funding from the division of national revenue.

Social grants administration is a sub programme of the **Department of Social Development (vote 17)**

NORTHERN CAPE HAS THE LEAST NUMBER OF BENEFICIARIES **424,815**
BUT HAS THE EXPENDITURE PER BENEFICIARY R384 WHICH IS MORE THAN DOUBLE THE NATIONAL AVERAGE PER BENEFICIARY EXPENDITURE

2014/15 FINANCIAL YEAR DATA BY PROVINCE



COST MODEL OUTCOMES

In spite of the challenges faced concerning data accessibility, a costing model was developed, on the basis of which it is now possible to estimate what it would cost to implement the automated IT system and provide training for employees.

The PER estimates that the agency needs to spend about **R273 million** on implementation of the automated IT system in **367** local offices

95% is the proposed spending on **IT**
5% is the proposed spending on **training**