

**SAMSA**  
**INDICATOR PROTOCOL SHEET**  
**TEMPLATE**

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**{Reporting Period}**  
**2015-16**



## INDICATOR PROTOCOL SHEET

<b>Indicator title/Name</b>	Ratings achieved on the SAMSA Stakeholder satisfaction survey
<b>Short Definition</b>	SAMSA will undertake to address the gaps of the 2014-15 satisfaction survey with the aim of improving its service offering to different stakeholders
<b>Purpose / Importance</b>	To ensure that the entity improves and delivers on the service delivery excellence objectives
<b>Source of Data Collection</b>	Reports against the Plan
<b>Method of Calculation</b>	Achievements against the plan
<b>Data Limitation</b>	None
<b>Type of Indicator</b>	Outputs
<b>Calculation Type</b>	Achievements against the plan
<b>Reporting Cycle</b>	Quarterly & Annually
<b>New Indicator</b>	No
<b>Desired Performance</b>	Achievements against the plan
<b>Indicator Accountability</b>	Executive Head: Corporate Affairs
<b>Indicator Responsibility</b>	Executive Head: Corporate Affairs
<b>Other Information</b>	-