



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

An Assessment of the PCM system

CORPORATE MONITORING

AND EVALUATION UNIT

1. Please indicate the location of your employer department

Urban Area	Rural Area	Semi rural
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2. How long have you been using the PCM system?

Less than 3 months	3-6 months	6-12 months	1 year and above
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3. The support received from GPAA

	Agree	Disagree	Not sure
GPAA has offered adequate training on the PCM tool			
I understand my responsibilities with regards to processing exit payment documents using PCM			
GPAA officials are always available to assist when I am experiencing problems with the PCM			
All challenges and queries are resolved timeously			

4. Functionality of the PCM tool

Which of the following challenges have you encountered with using the PCM system?	Encountered	Never encountered	How often do you encounter this weekly?
The PCM is often offline			
The PCM system is slow			
The PCM system bombs out/crashes			
The PCM system hangs/freezes			

5. The errors on rejected files are specified in detail on the PCM system.

Yes No

6. My file has been rejected more than once with different rejection reasons?

Yes No Never used this function

7. I am satisfied with the SMS sent to clients by GPAA

Yes No Not certain

8. I am able to view cases and documents from previous months on the PCM/ I am able to view cases that are more than a month on the PCM?

Yes No

9. In an instance where funds have to be transferred to another external fund, it is always clear which account to select on the PCM

Yes No Never used this function

10. I am aware of the size of documents that can be uploaded at a time on the PCM

Yes No

10.1. I am satisfied with the size limit in the uploading of documents in the PCM system

Yes No

11. The list of beneficiaries on the PCM system allows me to add all other beneficiaries and not only spouse and children

Yes No Never used this function

12. The PCM system updates me on the exact location/stage of the case submitted to GPAA

Yes No

13. My cases have been rejected by other users who share my employer code on the PCM systems rather than my extended supervisor

Yes No

14. What challenges have you encountered whilst using these PCM system functionalities?

14.1 Viewing of employee information

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15. In your opinion, how can PCM system be improved based on the following functionalities?

15.1 Viewing of employee information

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15.2 Viewing of employer information

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15.3 Capturing of benefit application

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15.4 Viewing of submitted applications

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15.5 Verification of benefit application

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16. Due to the presence of Client Liaison Officers in your employer departments, some of the challenges experienced with the PCM system are:

Minimised	Not minimised
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17. In comparison to the eChannel the length of time taken to submit exit claims through PCM has:

Reduced	Remained the same	Lengthened
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18. The PCM system should be:

Discontinued	Improved
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19. Overall rating of PCM

Given Scores	Your score
1/10	
2/10	
3/10	
4/10	
5/10	
6/10	
7/10	
8/10	
9/10	
10/10	