



# LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

**REPORT: AFRICA PUBLIC SERVICE DAY: 23/06/2006**

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## 1. PURPOSE

The purpose of this document is to report on the implementation of the Africa Public Service Day that took on 23/6/2006 and built –up activities that were held during the week prior the main event.

## 2. BACKGROUND

- 2.1 Africa Public Service Day is an annual event emanating from the Pan-African Conference of Ministers of Public (and Civil) Service held in Tangier. In 1994, Morocco the Ministers agreed that the 23<sup>rd</sup> June of every year should be celebrated as Africa Public Service Day, to “recognize the value and virtue of service to the community”.
- 2.2 The Ministers declaration was reaffirmed in the Stellenbosch Declaration adopted at the 4<sup>th</sup> Pan-African Ministers’ Conference held in Stellenbosch, South Africa. The meeting acknowledged the importance of the Africa Public Service Day initiative as part of the continental strategy to boost Public Administration programmes, public sector performance and governance.
- 2.3 The following are the objectives of the Africa Public service Day:-
  - The provision and delivery of value and quality public service to Africa’s citizens
  - Recognition of the working conditions and the quality of men and women who devote their lives to diligently serve the various publics

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- Facilitation of positive interest of citizens from all walks of life in the work of public administration
  - Africa Public Service Day is a platform for public servants to show case and reward good initiatives and achievement in the public sector
  - Provides as invaluable opportunity for public servants to promote values such as professionalism, accountability, responsiveness, ethics and performance in the delivery of public service
- 2.4 The theme for 2006 was “Building an ethical Public Service for improved service delivery in Africa” with the following sub-themes :
- Promote governance (with emphasis on anticorruption and ethics);
  - Empower the citizenry, especially rural communities to enhance accessibility to services;
  - Access to information;
  - Capacitate public service to meet the expectations of the people (enabling legislation, skills competencies, procedure, etc.); and
  - Restructuring the public sector in line with Africa’s unique challenges
- 2.5 All countries in Southern African region were expected to share a common approach to the Africa Public Service Day.

### **3. DISCUSSION – PROGRESS ON IMPLEMENTATION**

- 3.1 Events on the 23<sup>rd</sup> June 2006 were guided by common African Union theme and a formal message from the African Union Secretariat.
- 3.2 The events across countries were linked through satellite where Ministers and Heads of Administration in various countries shared experiences based on the theme and the sub-themes.
- 3.3 The following build-up events were organized in Limpopo prior the main event 23/6/2006 :

- 3.3.1. **Seminar on Job Access for people with disability: 21/6/2006.** Seminar was attended by 300 public servants with disability from various Departments and municipalities. The focus was on the implementation of employment equity and progress thereof, labour relations issues and motivational talk by Mr H. Netshitoni from Tshilidzini School who managed to succeed to pursue his goals despite the disability. Seminar assisted in making assessment with regard to areas where people with require support in the workplace.

Delegates agreed that the following should be addressed in order to promote access to job opportunities for people with disability :

- Workshops on grievance and related labour systems to employees with disabilities;
- Provision of assistive devices;
- Making buildings, transport and documents accessible for employees with disabilities;
- Disability awareness training to non-disabled employees within the system;
- Review service excellence awards to accommodate employees with disabilities;
- Improve access to training programmes for disabled employees;
- Develop and use departmental disabled public servants forums to identify and remove barriers;

- 3.3.2. **Monitoring of service points of Social Security Service Point, Home Affairs Service Point and Traffic Station in Mankweng, Polokwane Municipality.**

17 SMS members trained in Khaedu approach from various Departments were deployed from 19 – 21/6/2006 at the above stated service points. It was found that service points are still facing challenges IRO resources to enable them to serve citizens effectively but there is commitment to serve from the officers at those service points.

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- 3.4 **Africa Public Service Day – 23/6/2006 main event** was held at Onkgopotse Tiro Hall, University of Limpopo. More than 300 delegates attended the vent from Chapter 9 institutions, national and provincial Departments, municipalities, labour organizations, business, civil society organizations, universities and student organizations.

The delegates viewed the satellite linkage which involved the following countries: Namibia, Lesotho, Swaziland, Zambia, South Africa and Mauritius.

The satellite view was followed by the panel discussions based on the discussions of the satellite linkages. The panel was chaired by Prof D.R.Thakathi of the University of Limpopo and other members were Dr Kanyane (University of Limpopo); Ms M.R. Modipa (Office of the Premier); Mr M.G.Makoko (Office of the Premier); and Mr C. Muthewaine (Department of Health and Social Development).

The issues raised and suggestions are as follows:

- ✓Public servants should be presentable and that Departments Should develop dress code for their staff
- ✓Effective implementation of the performance management system
- ✓Monitoring and evaluation should be done effectively
- ✓Quality of life programmes should be effectively implemented in the Departments
- ✓Grievance procedure must be implemented across all spheres of government without bias
- ✓Batho-Pele eight principles is the right tool for the public to communicate with the government
- ✓Exodus from the teaching fraternity should be addressed before there is crisis in the education sector
- ✓Issues of training and development for government officials to meet the service delivery demands
- ✓Partnerships in research should be forged between tertiary institutions and government departments & municipalities
- ✓It was proposed that this event be linked to the provincial Batho-Pele day which takes place every year
- ✓Induction process- SAMDI to ensure implementation of the compulsory programme and Departments should support implementation of the programme
- ✓Pocket size guides iro service standards, PGDS, and Batho Pele Principles should be developed

**4. WAY-FORWARD**

- a. Set up a “chat room” for dialogue and further debate to include the public information sharing;
- b. Create further opportunities for reform-related discussions between all stakeholders in the province. Local and provincial events could be used to promote the APSD and also to take discussions further.
- c. Development of partnerships with the tertiary institutions in the province with regard to capacity building programmes and sharing best practices
- d. Follow-up on implementation of intervention measures iro issues identified during the monitoring of the service points and seminar on job access for people with disability.