



## Report on Africa Public Service Day Celebrations 2006

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## AFRICA PUBLIC SERVICE DAY (APSD) 2006

### 1) APSD - THE CONCEPT APSD - THE CONCEPT

Africa Public Service Day (APSD) is now an entrenched strategic event on the African Union calendar. Emanating from the declaration of the first Pan-African Conference of Ministers of Public (and Civil) Service held in Tangier, Morocco in 1994 the ministers agreed that the 23rd of June every year should be celebrated as Africa Public Service Day to “recognize the value and virtue of service to the community”. The ministers declaration was reaffirmed in the Stellenbosch Declaration adopted at the 4th Pan-African Ministers’ conference held in Stellenbosch, South Africa. The meeting acknowledged the importance of the APSD initiative as part of the Continental strategy to boost Public Administration programmes, public sector performance and governance.

The fundamental objective enshrined in the APSD is the provision and delivery of value and quality public service to Africa’s citizens, and due recognition of the working conditions and the quality of men and women who devote their lives to diligently serve the various publics. The other equally important consideration is the facilitation of positive interest of citizens from all walks of life in the work of public administration. Africa Public Service Day serves as a platform for Public and Civil Service to showcase and reward good initiatives and achievements in the public sector, and equally it provides an invaluable opportunity for public servants to promote values such as professionalism, accountability, responsiveness, ethics and performance in the delivery of public service.

To ensure that the APSD activities are appropriately coordinated across the Continent and effectively implemented within the participating countries, key responsibility has been entrusted to the Chairperson of the 5th Pan-African Ministers’ Conference (Hon Geraldine Fraser-Moleketi, Minister of the Department of Public Service and Administration in South Africa). In pursuit of the above objective, the 2nd Ministers’ Committee meeting made a firm commitment to establish a sub-committee of Ministers to elaborate a strategy to build the overall commitment of Member States toward implementing the APSD. In this connection, several initiatives have since been advanced to communicate the importance of celebrating APSD within the various AU countries, and subregions and across the Continent as a whole. It was also agreed that an overall theme for the African Public Service Day would be developed and communicated to Member States for their adoption. As part of the Pan African Ministers’ commitment to boost the quality of public service performance and accountability across Africa, the sub-committee was mandated to ensure that APSD programme initiatives and impacts should be properly focused, collated and shared across the Continent. The APSD sub-Committee is therefore expected to meet as often as necessary to plan for the 23rd June (Africa Day) celebration across the Continent.

### 2) WHAT CAN WE EXPECT OF THE 2006 APSD

The expectation of the 2006 APSD is that celebrations will be well organized and done simultaneously by more than one African States, and if feasible, by all. Ideally, these celebrations should carry the same theme and a common message delivered by the African Union Secretariat. This synchronized initiative will go a long way in helping African States evolve a common and connected approach to their public service delivery and responses and reaffirm their concerted effort to address public service challenges at national, regional and continental levels. It is against this backdrop that the APSD Ministerial Steering Committee was commissioned by the 5th Pan- African Ministers’

Conference in Addis Ababa, Ethiopia and specifically charged to develop an appropriate theme for the 2006 APSD, to propose and coordinate the necessary activities that would deliver a common continental understanding of the Day's celebrations. Sudan is chair of the Ministerial Steering Committee with Namibia as coordinator for the Southern Africa region.

### 3) STRATEGY AND FORMAT OF THE 2006 APSD CELEBRATIONS

The main strategy of the 2006 APSD celebrations is to recognize national experiences in public service delivery and showcase the works and achievements of excellence as well as the challenges and prospects for improving the impact and image of public service in Africa. A week of relevant and coordinated activities is envisaged at the country level which will culminate on June 23 with formal celebrations by the Ministries of Public Service, Public Administration and their respective civil and related public sector organs. The APSD Events on 23 June will be guided by the common AU theme and a formal message from the AU Secretariat. While Member States are free to adopt different formats for their own national activities and events the common APSD theme should be respected, and it is hoped that the different sub-regions will coordinate and synchronize their activities to optimise regional synergy and impact. For the Southern Africa region, there is a proposal to facilitate an overarching regional event on 23 June that will be anchored in and beamed from South Africa using satellite technology. The immediate objective is to use this forum to showcase public service in-country best practices across the region and the continent and to give each participating Member State a specific time slot to highlight their APSD event and to interact with the wider Southern Africa audience.

It is expected that APSD will follow a week build up of coordinated national activities that will attract and engage not just government ministries and departments, or regional and local government agencies but as much as possible should facilitate the full involvement of institutions like universities, technikons, umbrella private sector organizations, parastatals, telecoms, and multi-purpose community centres and of course, the media. Radio link-up and satellite facilities are critical partners to the effective communication of the APSD objectives. Toward this end, Minister Geraldine Fraser-Moleketi together with her Namibian counterpart, Dr Libertina Amathila have commissioned a taskforce to find out Member States 2006 APSD status and what facilities they have to receive and rebroadcast internally the satellite transmission of the major Regional APSD Events. In this regard, the taskforce will propose a budget based on the assessment of the important communication assets in various countries to receive, adapt and sensitize their wider public on the APSD, and what it means practically for the competitive advance of their country, companies, region and Continent. These platforms will also prove useful to stimulate and inform public debate and discussion on public service delivery, ethics, professionalism, performance culture, strategic management, public accountability, transparency, social responsibility and good governance, and equally identify common challenges and approaches to public sector and public service reform within national, continental and global contexts.

All countries in the Southern Africa region are expected to share a common approach to the APSD and for this, special effort will be made by Namibia as Coordinator and RSA as the chair of the Pan African Ministers' conference to encourage the active and fullest participation of Angola, Botswana, Democratic Republic of Congo, Lesotho, Swaziland, Mauritius, Namibia, Malawi, Tanzania, Zambia, Zimbabwe, South Africa and Mozambique in the satellite link-up and interactive connectivity.

#### 4) **BRIEF REPORT ON THE PROGRESS TO DATE OF 2006 APSD INITIATIVES**

As a direct follow up to the Addis Ababa's Declaration of the 5th Pan-African Ministers' Conference, a meeting was held in South Africa on the 10th of February 2006 between the Deputy Prime Minister of Namibia and the Chairperson of the Pan African Ministers of Public/Services, Minister Geraldine Fraser-Moleketi to discuss among other things, the 2006 APSD. On the same day, another meeting took place between Messrs Dick Bvuma (Director in the MPP/RSA) and Steve V. Katjuanjo (Permanent Secretary in the Office of the Prime Minister, Namibia) and Ms Olga Seeco of the MPA/RSA to further interrogate and work out a more detailed programme as well as to contextualise the suggested APSD themes.

#### 5) **THEME AND SUB-THEMES FOR THE 2006 APSD**

The theme for the 2006 APSD is 'Building an ethical Public Service for improved service delivery in Africa'. In order to widen the scope and to stimulate discussions and deliberations, the following sub-themes were agreed upon:

- Promote Governance (with emphasis on anti-corruption 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, procedures, etc.); and
- Restructuring the public sector in line with Africa's unique challenges

### **REPORTS FROM MPUMALANGA:**

The concept document of the Africa Public Service Day was used as a guide-line to outline and co-ordinate the Africa Public Service day in the province. Most departments celebrated the Africa Public Service day by participating in the build up events throughout the week and celebrated the main event that was held on the 23<sup>rd</sup> of June 2006 at Mmamethlake.

#### **1. OFFICE OF THE PREMIER**

The Public Service Transformation and Service Delivery Improvement unit organized the Internal Imbizo on the 20<sup>th</sup> of June 2006 at the Mpumalanga Parksboard. 150 Officials including the Senior Executive Management and union representatives of the Office of the Premier participated.

#### **AIM**

The aim of the Imbizo was to iron out service delivery bottlenecks in the Office of the Premier

#### **CHALLENGES**

- **FINANCIAL ISSUES**

- i. Lack of knowledge on PFMA and lack of compliance by officials

- ii. Lack of knowledge on supply chain management and the treasury act

#### • **TRANSPORT ISSUES**

- i. All applications for subsidy vehicles were not processed since last year. Employees were also complaining about feedback on applications made.
- ii. Employees also complained about the issue of the shortage of GG cars and also the issue of the bad condition of the GG cars, they complained about the maintenance of GG vehicles.
- iii. Approval for exceeded kilometers on subsidy vehicles came on top of the list of problems by officials who are expected to drive in order to perform their duties. The complaint was that management is not prepared to pay the exceeded kilometers by officials.

#### • **STAFF ISSUES**

- i. Shortage of staff in most sections
- ii. Delay in processing of new appointments
- iii. There is a strong believe that some managers sabotage the DG and DDG by delaying processes and systems in the office
- iv. Overtraining of SMS members and no training for lower ranking officials
- v. Signing of Attendance Register by all staff members is not enforced
- vi. Resources for officials to be trained is not equally distributed
- vii. Cleaners have no report structure and are not controlled
- viii. Registry is not functional and there is no proper filling system in place.

#### • **COMMUNICATION**

- i. Lack of information dissemination also became an issue.
- ii. Transparency does not prevail in almost all the units
- iii. None or very few units are holding internal staff meetings.

#### • **INFRASTRUCTURE**

- i. Lack of Hygiene

#### • **LABOUR DIVISION**

- i. Lack of Decentralization of power by the manager
- ii. Availability of study loans in the unit

- iii. Staff members are not fully utilized
- iv. Staff members do not have meaningful job descriptions
- v. There is no transparency
- vi. Misuse of the Manager

#### • **LEADERSHIP**

- i. There is no stability in leadership and strategic plans are not converted to become Operational plans or work plans.
- ii. Leaders are not decisive.

#### • **BUDGET ISSUES**

- i. Limited Budget for projects and programmes
- ii. It was also suggested that old computers should be redistributed to the needy communities
- iii. Delegation of authority should be encouraged.
- iv. Performance assessment should be done timeously and should also be regarded as a tool to improve performance and service delivery. This should not be done purely for incentives for bonuses.

#### • **OFFICE OF THE STATUS OF DISABLED PEOPLE (OSDP)**

- i. A fulltime sign language interpreter should be employed as soon as possible.
- ii. Employed disabled people should be empowered to do a meaningful job.

#### • **POLICIES**

- i. Encourage public participation before a policy is approved.

#### • **PUBLIC SERVICE TRANSFORMATION AND SERVICE DELIVERY IMPROVEMENT (PST and SDI)**

- i. Wearing of nametags should be enforced
- ii. Public service week reports should be distributed to all managers who participated.
- iii. Transparency should be promoted by the unit
- iv. Information seminars should be encouraged to improve the knowledge of employees on policies
- v. Rotating security staff should encourage to eliminate organized crime

## **ACHIEVEMENTS**

Communication between the officials and the commitment by the Deputy Director-General and Senior Executive Managers were improved.

## **CHALLENGES**

Encourage open communication channels within the Office.

There is a need to increase support from management as some of them were invited but did not attend

## **2. DEPARTMENT OF HEALTH AND SOCIAL SERVICES**

### **DISCUSSIONS**

Preparatory meetings were held in the three districts where logistics and themes were discussed for the celebration.

At Ehlanzeni the preparatory meeting was held on the 25<sup>th</sup> of May 2006 at Shabalala Clinic. The preparatory team agreed to discuss the following theme for the celebration:

- Good governance with the emphasis on anti-corruption
- Strengthening relationships between the DTU's and Management
- The Alignment of Batho Pele Principles with Performance Management and Development Systems
- HIV and AIDS and the Employee Assistant Programme in the work place
- Effective Leadership and Management

At Nkangala preparatory meeting was held on the 31<sup>st</sup> of May 2006. Proposed themes for the celebration were as follows:

- Good governance with the emphasis on anti-corruption
- The Alignment of Batho Pele Principles with Performance Management and Development Systems
- HIV and AIDS and the Employee Assistant Programme in the work place
- Effective Leadership and Management
- Rights and responsibility of employees

At Gert Sibande preparatory meeting was held on the 2<sup>nd</sup> of June 2006. Proposed themes for the celebration were as follows:

- Good governance with the emphasis on anti-corruption
- The Alignment of Batho Pele Principles with Performance Management and Development Systems
- HIV and AIDS and the Employee Assistant Programme in the work place
- Capacitating Public Servants
- Recruitment processes and retention strategy

## **ACHIEVEMENTS**

It has to be noted as achievement in the Department because the events took place on the dates submitted to the Office of the Premier

## **CHALLENGES**

The Challenges the Department faced was the lack of financial support to the event because of the limited budget from the Transformation section. They however noted that their budget has been increased in the next financial year to for these celebrations to be held successfully.

There is a need to popularize these events as many did not understand its meaning to service delivery. There is ALSO a need to encourage support from management as some of them were invited but did not attend. The full management support was received from Gert Sibande district.

## **3. DEPARTMENT OF SAFETY AND SECURITY**

### **DISCUSSIONS**

The department held two successful Imbizo's

### **ACHIEVEMENTS**

Successful open day sessions for the providers on the 20<sup>th</sup> June 2006 at building 8 Riverside Park Government Complex, NELSPRUIT

The staff meeting was held on the 21<sup>st</sup> June 2006 and it was successful as staff members were given a platform to raise issues hindering service delivery.

Crime awareness Campaigns were held on the 24<sup>th</sup> and 25<sup>th</sup> of June 2006 at Zwelisha Community Hall and Kanyamanzane Community Hall.

### **CHALLENGES**

The planned Radio slot where service providers could phone in with queries did not take place as the department failed to secure a radio slot and could not invite service providers due to the clash in broadcasting of the World cup Soccer Matched.

## **4. DEPARTMENT OF EDUCATION**

### **DISCUSSIONS**

- To share information with schools and community based centers funded by the Department of Education
- Encourage schools to register for the Premier Service Excellence Award and Impumelelo Awards.

### **ACHIEVEMENTS**

Held two information sessions per region

Invited Principals, Educators, Public Service Staff, personnel, union representatives, community based centers, School with special project, presentation from inclusive education to share information.

Ehlanzeni: Schools attended the sessions

Nkangala: Schools attended the sessions

Gert Sibande: School attended the sessions

Two schools had a sponsor to buy uniform for three needy learners

One inclusive school was also sponsored with the amount of R 500

Another school in Nkangala also had a sponsor for R 2000

## **CHALLENGES**

The budget for the session was too limited such that only few schools had to be targeted.

Some regions distorted the information

## **5. DEPARTMENT OF LOCAL GOVERNMENT AND HOUSING**

### **DISCUSSIONS**

The department arranged three successful departmental Imbizos to interact with the service Providers in all the three regions to celebrate Africa Public Service Day.

### **ACHIEVEMENTS**

The first Imbizo was held in Nelspruit and 46 Service Providers attended the workshop. The CFO outlined the PFMA, the Treasury regulations and the Supply Chain management policy. He gave the platform to discuss bottlenecks about their frustrations when waiting for payments in Gert Sibande, the meeting was held at Msukaligwa and 25 Service Providers attended the same workshop.

The last Imbizo was held at Emalahleni and it was the most successful workshop and it was graced by the Mayor who made an opening address.

## **6. DEPARTMENT OF AGRICULTURE AND LAND ADMINISTRATION**

### **DISCUSSIONS**

The Provincial event was held at Mmametlhake on the 23<sup>rd</sup> of June 2006. The MEC for Agriculture and Land Administration recognized the Land Care – coordinators for taking the initiatives for the establishment of Land Care gardens because the project is benefiting the communities in that area. Considering the future of the land care project in his speech the MEC encouraged the communities to establish more gardens in the future.

## **ACHIEVEMENT**

The celebration of the Africa Public Service day went well and the theme were incorporated in the World Desertification day.

## **EXHIBITIONS BY SOME DEPARTMENTS**

- Home Affairs was present in a mobile office and they were helping the communities with
  - i. Application of ID books
  - ii. Application of birth certificates
  - iii. Issuing of Death certificate
- The department of Health and Social Services was present and they were helping people with the registration of social grants
- Other departments which came to the exhibition were
  - i. Department of Culture, sport and recreation
  - ii. Department of Education
  - iii. Office of the Premier

## **CONCLUSION:**

## **CHALLENGES**

Some of the departments did not participate in the Africa Public Service day and they are:

- Department of Finance
- Department of Roads and Transport
- Department of Economic Development and Planning
- Department of Public Works

Most departments were not aware of the Africa Public Service day and therefore did not budget for the event.

## **RECOMMENDATIONS:**

All departments need to budget for the Africa Public Service Day in their Strategic Plan

The event should be used as a platform to iron out service delivery bottlenecks

**PROVINCIAL PROGRAMME**

**FOR THE**

**AFRICA PUBLIC SERVICE DAY**

**15 – 23 JUNE 2006**

<b>ACTIVITIES</b>	<b>COORDINATING DEPT</b>	<b>CONTACTS</b>	<b>VENUE</b>	<b>DATES</b>
Internal Staff Imbizo	Premier's Office	N Mbonani	Parks Board	20/6/06
Visiting a safety centre of victims of abuse.	Premier's Office (OSW)	Irene Mahlangu	Louisville	20/6/06
Visiting a home based care centre	Premier's Office (OSW)	Irene Mahlangu	Moloto	20/6/06
Visiting Sozama Women's Bead Project	Premier's Office (OSW)	Irene Mahlangu	Siyabuswa	20/6/06
Regional Izimbizo	Department of Public Works	Thandi Maziko	Gert Sibande: Ermelo Taxi Rank Nkangala: Kwa-Mhlanga Taxi Rank Ehlanzeni: Nelspruit Taxi Rank	21/06/06
Conduct Anti-bias workshop	Premier's Office (OSDP)	Mr Nkambule		
Conduct	Premier's	Mr	Elukwatini Father Charles	

anti-bias workshop	Office (OSDP)	Nkambule	School	21/6/06
Visit Betty's Haven	Premier's Office (ORC)	Elsie Mhlongo	Nkomazi Bukhosibetfu School.	21/6/06
Moses Sihlangu Centre	Premier's Office (ORC)	Elsie Mhlongo	Nelsville	21/6/06
Kamagugu Inclusive School	Premier's Office (ORC)	Elsie Mhlongo	Kabokweni	22/6/06
			Nelspruit	22/6/06
Regional Izimbizo	Safety and Security	Z Dube	All Regions	20/6/06
Crime Prevention Imbizo			Ehlanzeni schools	22/6/06
Open Day with Stakeholders			Riverside	22/6/06
Regional Izimbizo	Department of Agriculture	Elphus Maseko	KwaMhlanga Legislative Conference Rooms	20/6/06
			Drum Rock Nooitgedacht Centre	21/6/06 22/6/06
<b>Celebration of the World desertification Day</b>			Mmamethlake	<b>23/6/06</b>

<p><b>Launch of the Filing system</b></p> <p>Regional imbizo</p>	Health and Social Services	Job Shabangu	Rob Ferreira Hospital	<p><b>23/06/06</b></p> <p>21/6/06 20/06/06 6 22/06/06 6</p>
<p>Regional Izimbizo</p> <p><b>Celebration of the World desertification Day</b></p>	Department of Agriculture	Elphus Maseko	<p>KwaMhlanga Legislative Conference Rooms Drum Rock Nooitgedacht Centre</p> <p>Mmametlhake</p>	<p>20/6/06</p> <p>21/6/06 22/6/06</p> <p><b>23/6/06</b></p>
<p>Information Sessions</p> <p>Visit to Amakhaya Centre</p>	<p>Education</p> <p>Premier's Office</p>	<p>M Khoza</p> <p>Elsie Mhlongo (ORC)</p>	<p>Ehlanzeni: Emangweni &amp; Kanyamazane Community Hall</p> <p>Nelspruit – next to Pinnacle building</p> <p>Gert Sibande</p> <p>Nkangala</p>	<p>15/19 – 06/06</p> <p>19/06/06</p> <p>20/21 – 06/06</p> <p>20/06/06</p>
Celebration of Provincial APSD & Exhibition	All departments	Susan Malope	Mmametlhake	23/6/06



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