

## **AFRICA PUBLIC SERVICE DAY REPORT – BLOEMFONTEIN, FREE STATE**

The staging of the APSD for this year was innovative and provided a challenge to the Department. The new format involved a satellite video link up at seven venues across the country.

The Free State was one of the venues identified, with target venues being the Telkom Conference Centre in Bloemfontein, the Lebohang building, and the Namahadi Multi-purpose Community Centre in Qwaqwa.

The preparations went well, ably assisted by the Premier's Office. The mobilisation for the MPCC, however, was not maximised. The Department of Local Government's CDW unit was asked to assist with this task. It was not carried out as expected due to the mentorship training that was in progress. Nonetheless, the CDWs in the Qwaqwa area were mobilised and they attended the event. In future the CDWs need to be pulled into the programme early on to ensure they play a meaningful role in the preparation of such events.

On the day, the screening of the debate was successfully shown at the MPCC. Less than a hundred people were in attendance. About fifty people attended the event in Bloemfontein. Besides the technical hiccup (where sound problems were experienced, with echoes coming back into the venue) the debate went extremely well. At Lebohang building provincial departmental representatives were invited. The screening there was also successful.

People deployed from national office were Emmanuel Kgomo and Emily Makau. The staff in the Premier's Office and 8 CDWs assisted them.

After the video-link up debate the panel visited the National Hospital. The entourage noticed a laxity in some of the staff at the hospital, but generally the staff is hard working. In the wards the nurses were seen being attentive to their patients. In a briefing we received from the CEO of the hospital, it

emerged that most of the abortions performed are tertiary institutions students, who return in subsequent years. This is the major challenge they are facing. A general lack of resources in the province is another challenge. Patients are transferred to them on a daily basis.

A legal advice office is situated within the hospital. The office deals in the main with trauma cases emanating from physical abuse actions. Three magistrates are located there to attend immediately to abuse cases, i.e. grant legal documentation either restraining abusers or assisting victims to access essential services in the province following cases of abuse. Thus women and children who have been abused can have immediate access to clinics and ARV drugs and medical attention.

Below is a summary of the debate from our perspective, which includes challenges raised during the debate and how some of the panellists responded to these challenges.

<b>ISSUES RAISED</b>	<b>CONCERNS AND CHALLENGES</b>	<b>RESOLUTIONS</b>
Lack of resources	<ul style="list-style-type: none"> <li>• Lack of expertise in critical fields (Human Resource)</li> <li>• Requirements of funds</li> <li>• Requirements of material for production</li> </ul>	<ul style="list-style-type: none"> <li>• To get experts to be in the public service</li> <li>• Improve remuneration</li> <li>• Allocate funds for projects and programmes</li> <li>• Learn project management</li> </ul>
Under development of Africa	<ul style="list-style-type: none"> <li>• Legacy of colonialism</li> <li>• Socio-economic development</li> <li>• Take care of our eco-</li> </ul>	<ul style="list-style-type: none"> <li>• Come up with a socio-economic plan e.g. NEPAD</li> <li>• Using the</li> </ul>

	<p>system</p> <ul style="list-style-type: none"> <li>• Cultural shortcomings</li> <li>• Proper training needs</li> <li>• Use of knowledge within context</li> <li>• To be engaged and committed</li> </ul>	<p>indigenous knowledge (home knowledge)</p> <ul style="list-style-type: none"> <li>• Encourage innovation</li> <li>• Have confidence as Africans</li> </ul>
Skills development	<ul style="list-style-type: none"> <li>• Lack of proper training for most public servants</li> </ul>	<ul style="list-style-type: none"> <li>• Have joint programmes with academic institutions</li> <li>• Identify relevant training needs</li> <li>• Innovation</li> <li>• Exchange programmes</li> <li>• Concentrate on hard skills (practical exposure in terms of training)</li> <li>• Deploy public servant to academic institutions for learning skills and transfer knowledge</li> </ul>
Performance management system	<ul style="list-style-type: none"> <li>• Extend PMDS to the Public Sector</li> <li>• Aligning performance indicators to implementation programmes</li> <li>• Have a standard PMDS</li> </ul>	<ul style="list-style-type: none"> <li>• PSC to continue working on monitoring and evaluation mechanism.</li> </ul>

	across the public sector	
Transformation of the state	<ul style="list-style-type: none"> <li>• What is the state doing to transform the Public Service</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships with stake holders is important</li> </ul>
Commitment of public servants	<ul style="list-style-type: none"> <li>• Perform extra ordinary tasks</li> <li>• Acknowledgement &amp; recognition is it happening?</li> <li>• Create centre for excellence</li> <li>• Treat others with respect</li> <li>• Develop public service interventions</li> <li>• "Shelf from self to service"</li> <li>• Retentions strategy</li> <li>• Relationship of appointed public servants and the state</li> </ul>	<ul style="list-style-type: none"> <li>• A tool to encourage commitment of public servants must be in place</li> <li>• Limited resources</li> <li>• Not hindering people rather motivate people</li> <li>• Economic dimension</li> <li>• Competencies</li> <li>• Managing diversity</li> <li>• Nature of interventions</li> </ul>
Role of the state	<ul style="list-style-type: none"> <li>• To reach the society</li> <li>• Create partnership with civil society (businesses, communities, etc...)</li> <li>• Understand community structures</li> <li>• Understand different cultures of the society/community</li> <li>• Have better understanding of lives of the community</li> <li>• Care for the people</li> <li>• Communicate with people</li> </ul>	<ul style="list-style-type: none"> <li>• Resource to assemble and intervene with society</li> <li>• Procedural challenges</li> <li>• Limited capacity</li> <li>• Professionalism</li> <li>• Capacitate staff</li> <li>• Conceive and re-construct its mission</li> <li>• Construct new state that will benefit the society</li> </ul>

	<ul style="list-style-type: none"> <li>• Motivate the society</li> <li>• Be of assistance to the underprivileged society</li> <li>• Encourage people to read</li> <li>• Clarify training institute's roles (e.g. SAMDI, SETAs)</li> <li>• Encourage Employment Equity</li> <li>• Criticize and at the same time encourage our government</li> </ul>	<ul style="list-style-type: none"> <li>• Human capital be realised and utilised`</li> <li>• Central role in development</li> <li>• Work together</li> <li>• Draw capacity from all levels</li> <li>• Be activists</li> </ul>
Improving public servants knowledge base	<ul style="list-style-type: none"> <li>• Public servants must have a better understanding of their departments as well as the government at large to accelerate in Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Information sessions</li> <li>• Training programmes</li> </ul>
Accountability of the public service	<ul style="list-style-type: none"> <li>• Be responsible</li> <li>• Participate</li> <li>• Good practices and experience</li> </ul>	<ul style="list-style-type: none"> <li>• Abide by the law</li> </ul>
Integrated service delivery	<ul style="list-style-type: none"> <li>• Instil trust in our government</li> <li>• Recognise local administration</li> <li>• Fix the public service</li> </ul>	<ul style="list-style-type: none"> <li>• Government must encourage whistle blowing as it is indispensable/essential</li> </ul>
Participatory governance	<ul style="list-style-type: none"> <li>• Not overlook leadership imperatives</li> <li>• Public Service to be revolutionary</li> <li>• Grow the state within the key responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Imbizo</li> <li>• Letsema</li> <li>• Lekgotla</li> <li>• Decentralise service to individual</li> </ul>

	<ul style="list-style-type: none"> <li>• Public Servants to put their mind by fully participating</li> </ul>	<p>departments</p> <ul style="list-style-type: none"> <li>• Work plans of individual departments</li> <li>• Have a clear vision of what is expected</li> <li>• Human capital be realised and utilised</li> </ul>
Programme driven public service	<ul style="list-style-type: none"> <li>• Skills</li> <li>• The necessary capacity</li> <li>• Committed</li> <li>• Care for society</li> <li>• Availability/accessible</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledgeable</li> </ul>
Poverty	<ul style="list-style-type: none"> <li>• To be addressed in a sensible manner</li> <li>• Society to learn more and be marketable</li> </ul>	<ul style="list-style-type: none"> <li>• The developmental state to address the issue of poverty as a priority</li> </ul>
Good governance	<ul style="list-style-type: none"> <li>• Trust to eliminate corruption</li> <li>• Provide proper training</li> <li>• Infrastructure for e-government</li> <li>• No “broerskap”(brotherhood )</li> <li>• Harmonious local government that partners with society</li> <li>• Uniqueness</li> <li>• Influence of internal forces</li> <li>• Integrated approach</li> <li>• Politics of public service</li> <li>• Who is driving performance, service</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of policies</li> <li>• Economic dimension</li> <li>• Project management skills</li> <li>• Capacity building</li> <li>• Encourage people to participate</li> <li>• Professionalism</li> <li>• Facilitate innovation</li> <li>• Encourage indigenous talents</li> <li>• Outline values and virtues</li> <li>• Fair judicial system</li> <li>• Correct BEE and Affirmative Action</li> </ul>

	<p>delivery and policy implementation</p> <ul style="list-style-type: none"> <li>• Is service received by the correct people</li> <li>• Services to be available at all times (proposal 7 days a week)</li> <li>• “Think tanks”/ innovative and become “fun workers”</li> <li>• Pro-active</li> <li>• Provide solutions “be assets rather than liabilities”</li> <li>• Proper structures</li> <li>• Have a triangle of connection (i.e. government, business market and civil society) government being in the middle as a link up</li> <li>• How does government strengthen the connection with its partners?</li> <li>• Citizens must know what government is doing</li> <li>• Identify the gap for participation</li> <li>• Determine the kind of civil servants needed</li> <li>• Be knowledgeable about society and government</li> <li>• Disseminate government information</li> </ul>	<p>mechanism</p> <ul style="list-style-type: none"> <li>• Lack of patriotism</li> <li>• Get support from academics, ordinary people and public servants</li> <li>• Appreciate and acknowledge service delivery</li> <li>• Know your responsibilities</li> <li>• Empathise</li> <li>• Be obliged by the law</li> <li>• Government must involve business partners</li> <li>• Responsive</li> <li>• Offer quality service</li> <li>• Advance Information Technology</li> <li>• Stable information and communication</li> <li>• Human capital be realised and utilised</li> </ul>
Reconstruction	<ul style="list-style-type: none"> <li>• Employ people with</li> </ul>	<ul style="list-style-type: none"> <li>• Sacrifice and</li> </ul>

	<p>correct skills</p> <ul style="list-style-type: none"> <li>• Create a better life for all</li> <li>• Self realisation and growth potential</li> <li>• How to team up with social partners</li> <li>• Address short-staffed departments</li> <li>• Leadership to be held accountable</li> </ul>	<p>ensure care for society</p> <ul style="list-style-type: none"> <li>• Positive attitude and thinking</li> <li>• Correct timing</li> <li>• State to develop its capacity</li> <li>• Instil professionalism in public service</li> <li>• Capacity building through re-skilling</li> <li>• Use universities adequately</li> <li>• Encourage participation and leadership</li> <li>• Skills &amp; competencies, how do we determine that?</li> </ul> <p>("There are people with good results but are unable to put things into practice")</p>
Inter-governmental relations	<ul style="list-style-type: none"> <li>• Sell Batho Pele Belief Set to the Continent</li> </ul>	<ul style="list-style-type: none"> <li>• Understand policies</li> <li>• Peer review mechanism</li> <li>• Benchmark and share experiences</li> <li>• Human capital be realised and utilised</li> </ul>
Regional co-operation	<ul style="list-style-type: none"> <li>• Mutually reinforce development and democracy</li> </ul>	<ul style="list-style-type: none"> <li>• Promote democracy</li> <li>• Implement good</li> </ul>

	<ul style="list-style-type: none"> <li>• Service delivery improvement</li> <li>• Engender values in terms of development of states</li> <li>• Improve quality of life</li> <li>• Encourage home based research</li> <li>• Preserve indigenous innovation</li> <li>• What needs to be communicated</li> <li>• Better knowledge of the continent</li> <li>• Have passion</li> <li>• To reveal basic cause of conflicts</li> <li>• Address under-development</li> <li>• Leaving out citizens creates resentment and conflicts</li> <li>• Learn from other countries</li> <li>• “Our destiny is to develop our continent”</li> </ul>	<p>values amongst the state within Africa</p> <ul style="list-style-type: none"> <li>• Recognition of diversity on culture in Africa and develop trust</li> <li>• Accountable leadership</li> <li>• Benchmark and share experiences</li> <li>• Human capital be realised and utilised</li> </ul>
Workers rights	<ul style="list-style-type: none"> <li>• To be accessible at all times 7 days a week)</li> <li>• Encouraged participation</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Management Development System must be in place (PMDS, for assessment and acknowledgment of good work)</li> <li>• Competent framework</li> </ul>

		<ul style="list-style-type: none"><li>• Development of Public Servants</li></ul>
Unemployment	<ul style="list-style-type: none"><li>• Address this issue and come up with a solution</li></ul>	<ul style="list-style-type: none"><li>• Assist people to come up with innovative way of creating self employment</li></ul>