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15th August 2007

The Importance of the Public Service

- *“public services should a springboard to a better life. They should widen choices, not diminish them, empower people, not leave them feeling frustrated. I refuse to accept the assumption – implicit in so many public services – that **because those who use them have no alternative, it is acceptable for them to be shoddy or substandard.** I am determined to change all that – and that is the overriding motive behind the Citizen Charter”. **John Major, 1993.***

Integrated Performance Management System

The Botswana Experience

Why PMS?

Role of “burning platforms”

- A burning platform at **entity** level represents an entity strategic imperative that must be resolved – *there are consequences for improper resolution.*
- A burning platform at **individual** level represents a strategic individual imperative that must be resolved – *there are consequences for improper resolution.*

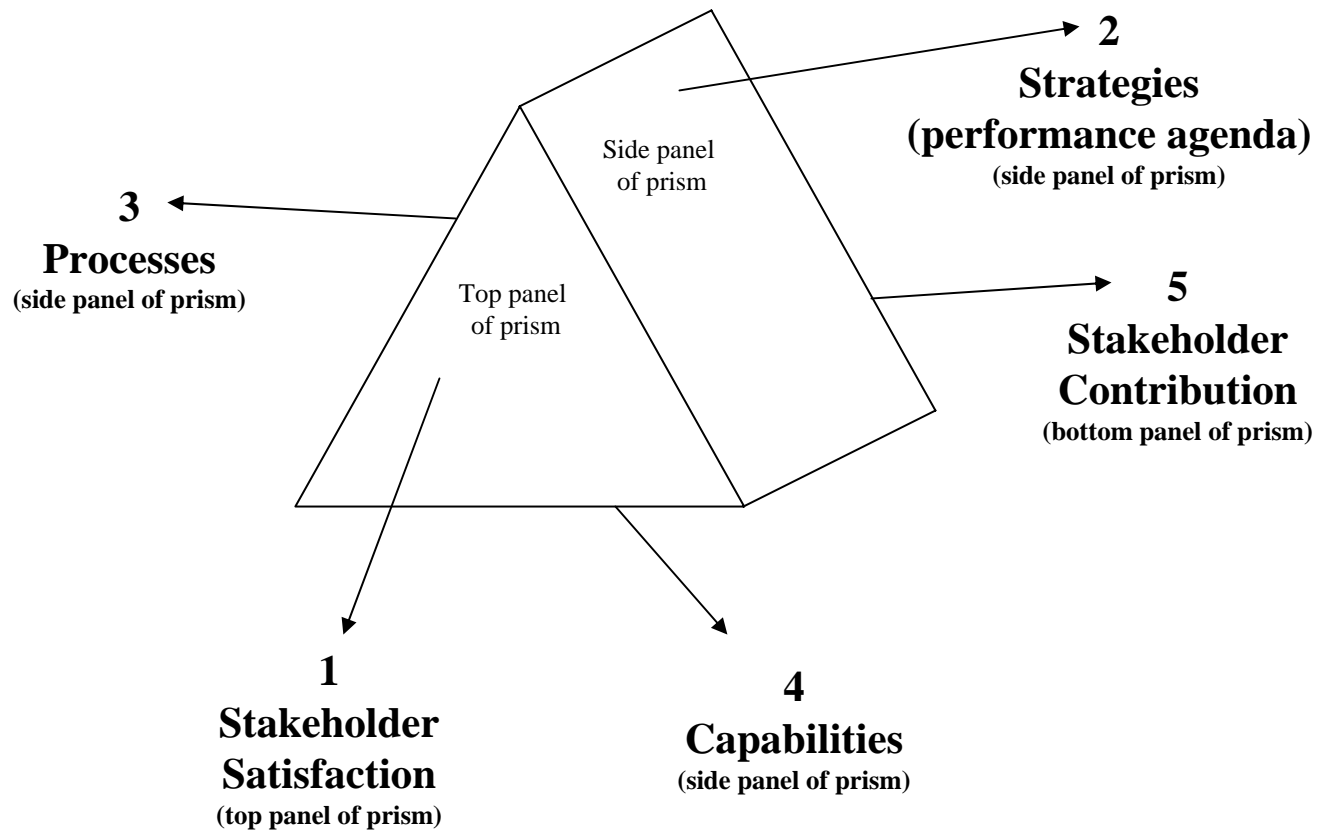


The Performance Prism Framework

The five facets of the Performance Prism

top and bottom facets are Stakeholder Satisfaction and Stakeholder Contribution respectively

Three side facets are Strategies, Processes and Capabilities



From Perspectives on Performance: The Performance Prism – A Neely and C Adams

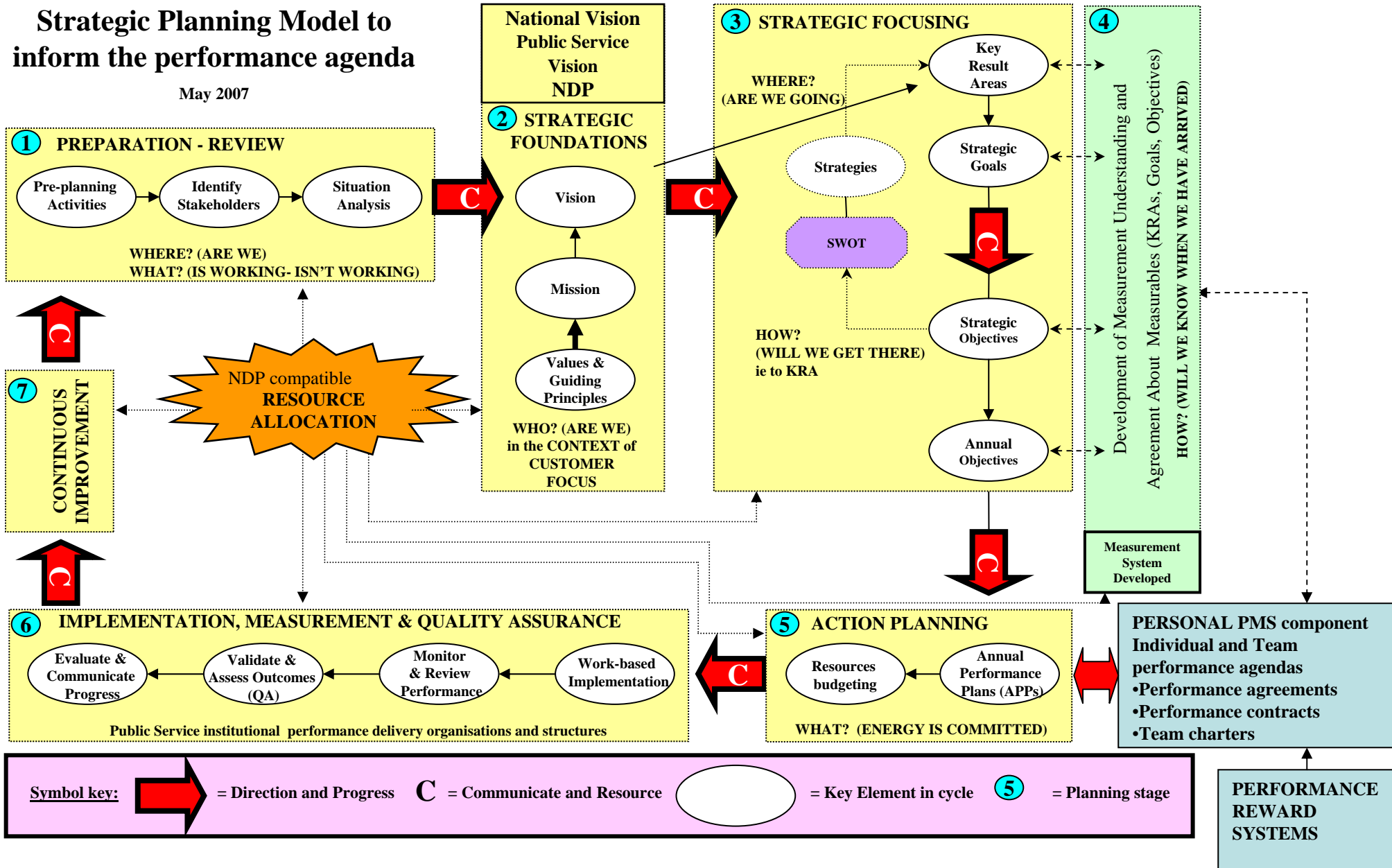
BNPC PMS Modules

- Situational Analysis (*CAF, Paradigm instrument, Work Culture Instrument, Leadership & Management Competencies tool*)
- Role Clarity
- Current Reality
- Desired Future
- Annual Performance Plan (APP)
- Measurement

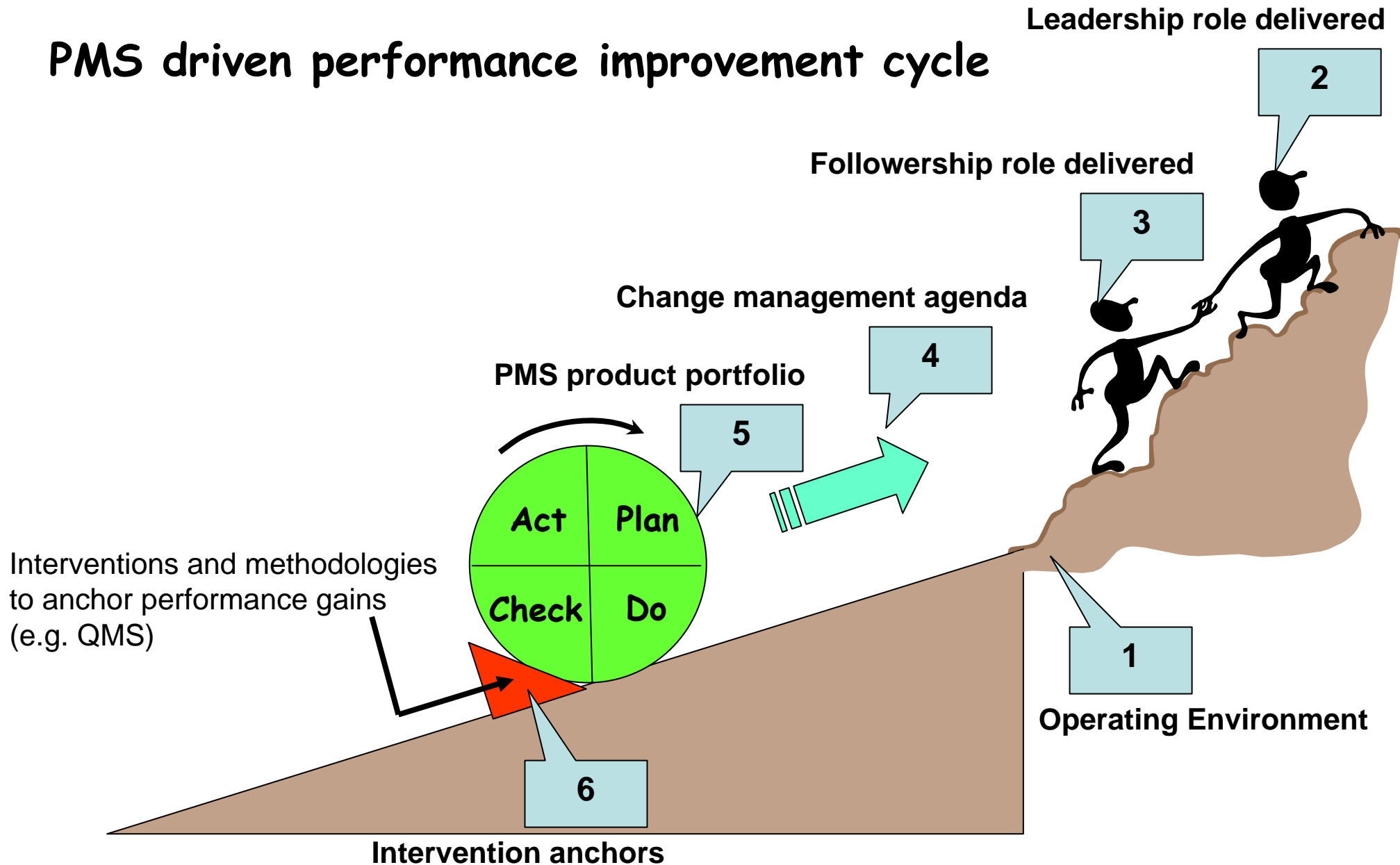
PMS

Strategic Planning Model to inform the performance agenda

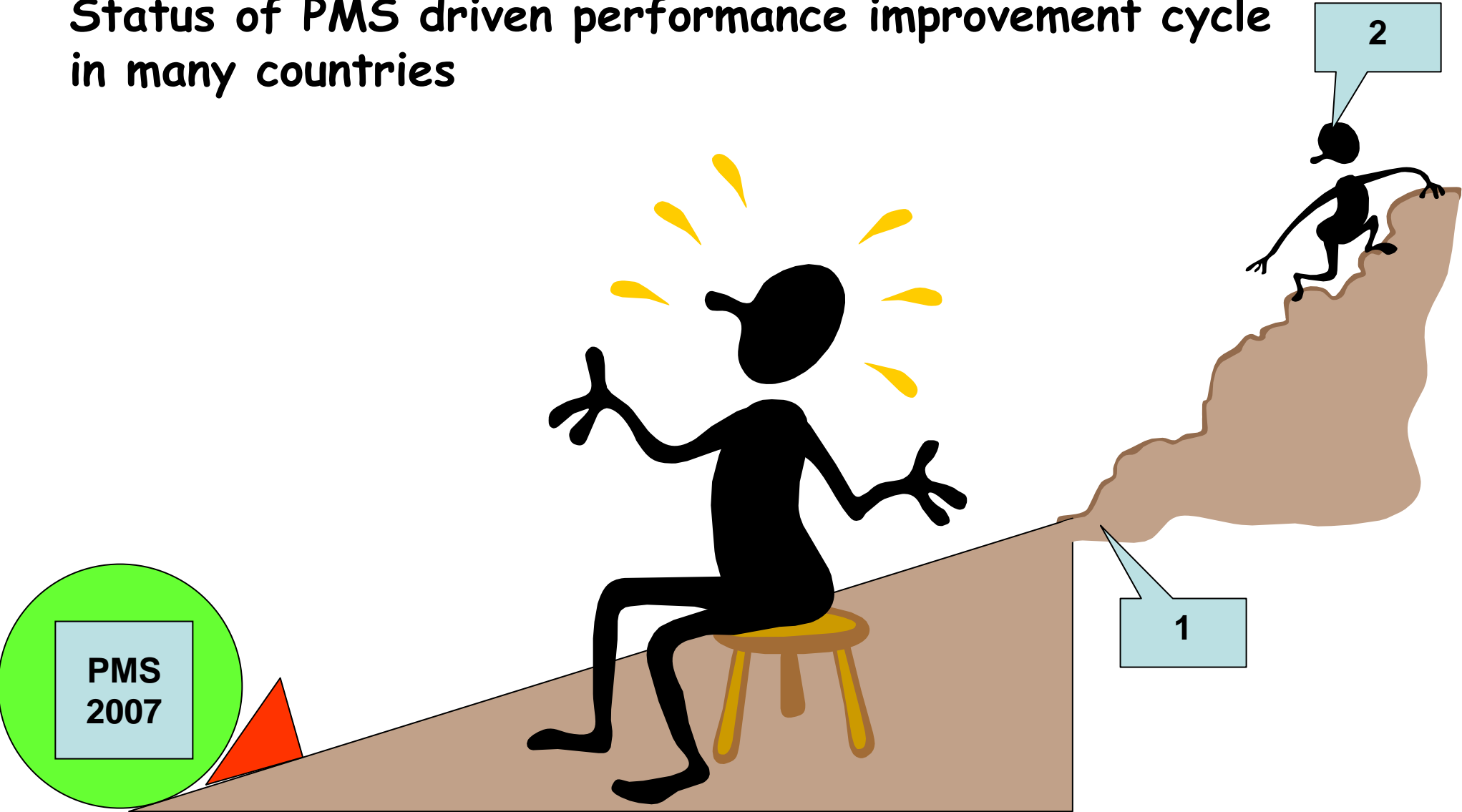
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PMS driven performance improvement cycle



Status of PMS driven performance improvement cycle in many countries



PMS and alignment issues



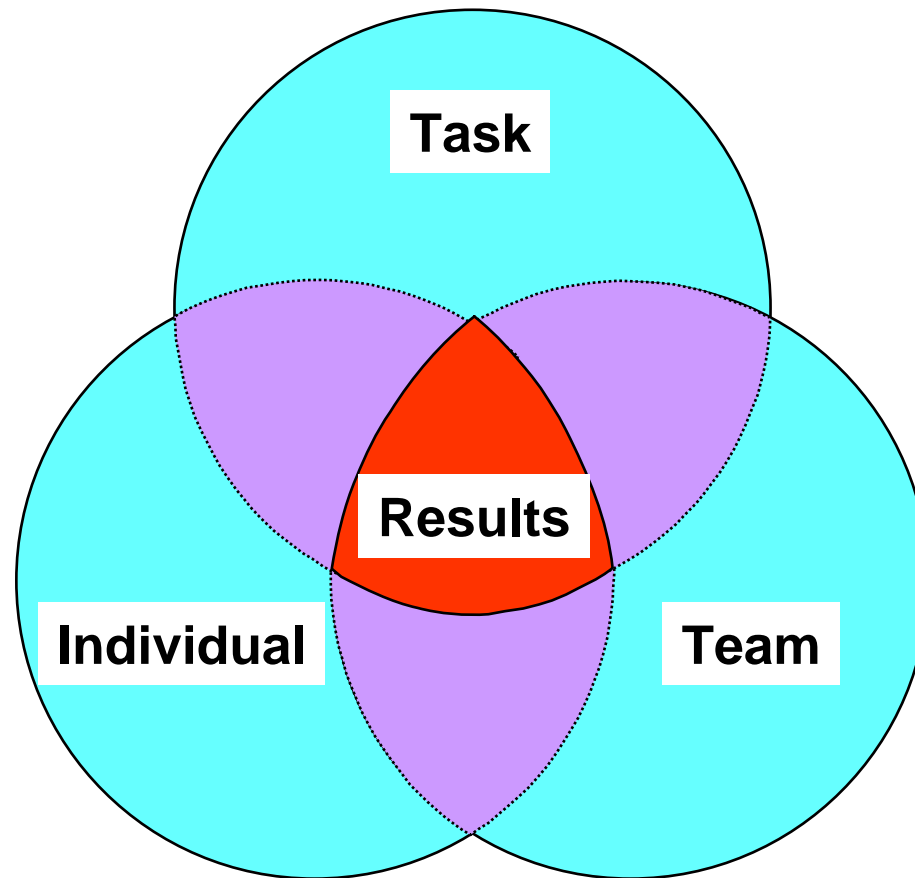
Prosperity for all

- Vision 2016
- NDP 9 (DDPs)
- Public Service Vision
- Ministry Vision
- LA Institution Vision
- Key Result Areas (KRAs)
- Strategic Goals
- Strategic Objectives
- Annual Objectives
- Critical Activities (link to PBRs)

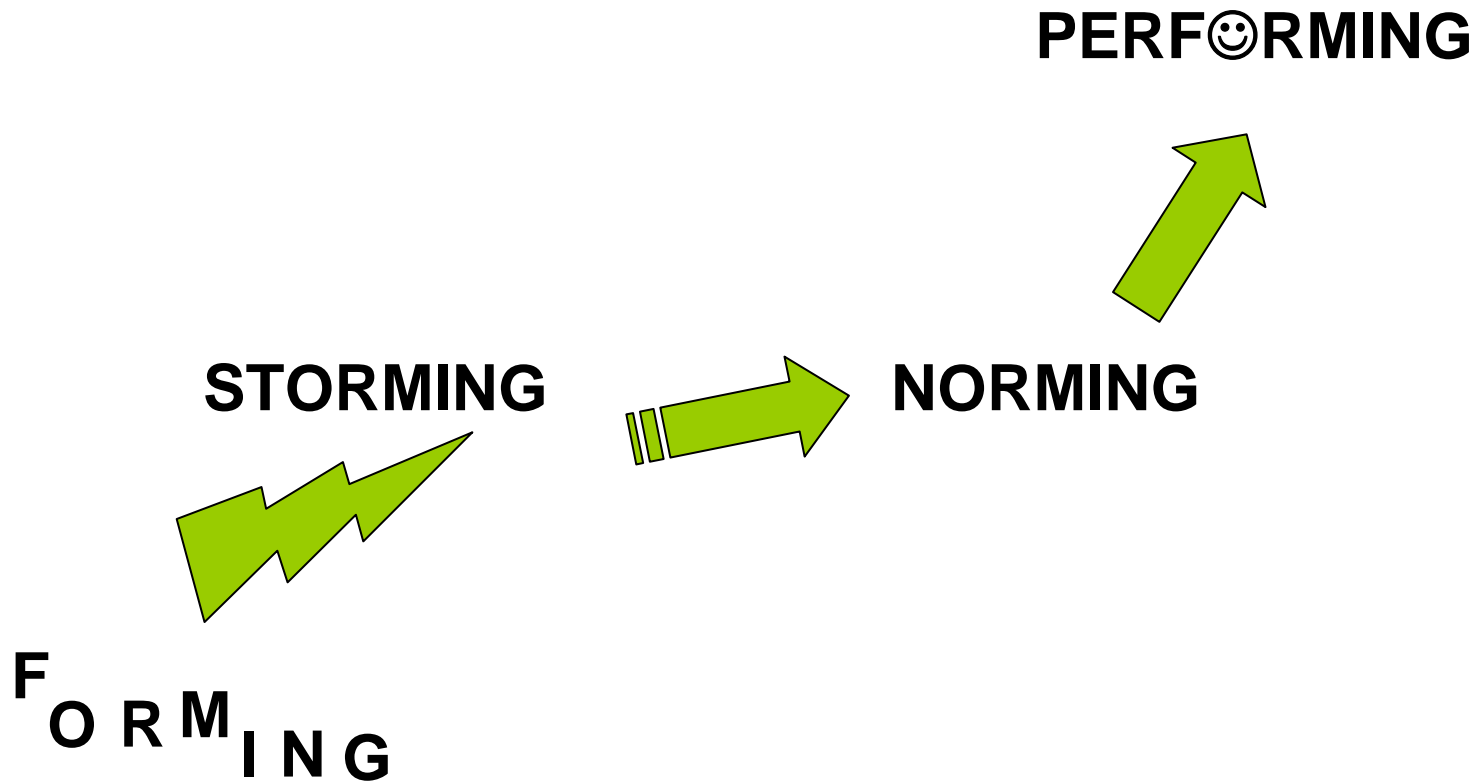
Role of the individual + team + task

Individual + Team + Task = **Results**

Video **The Wild Dog** in your **Business** connections



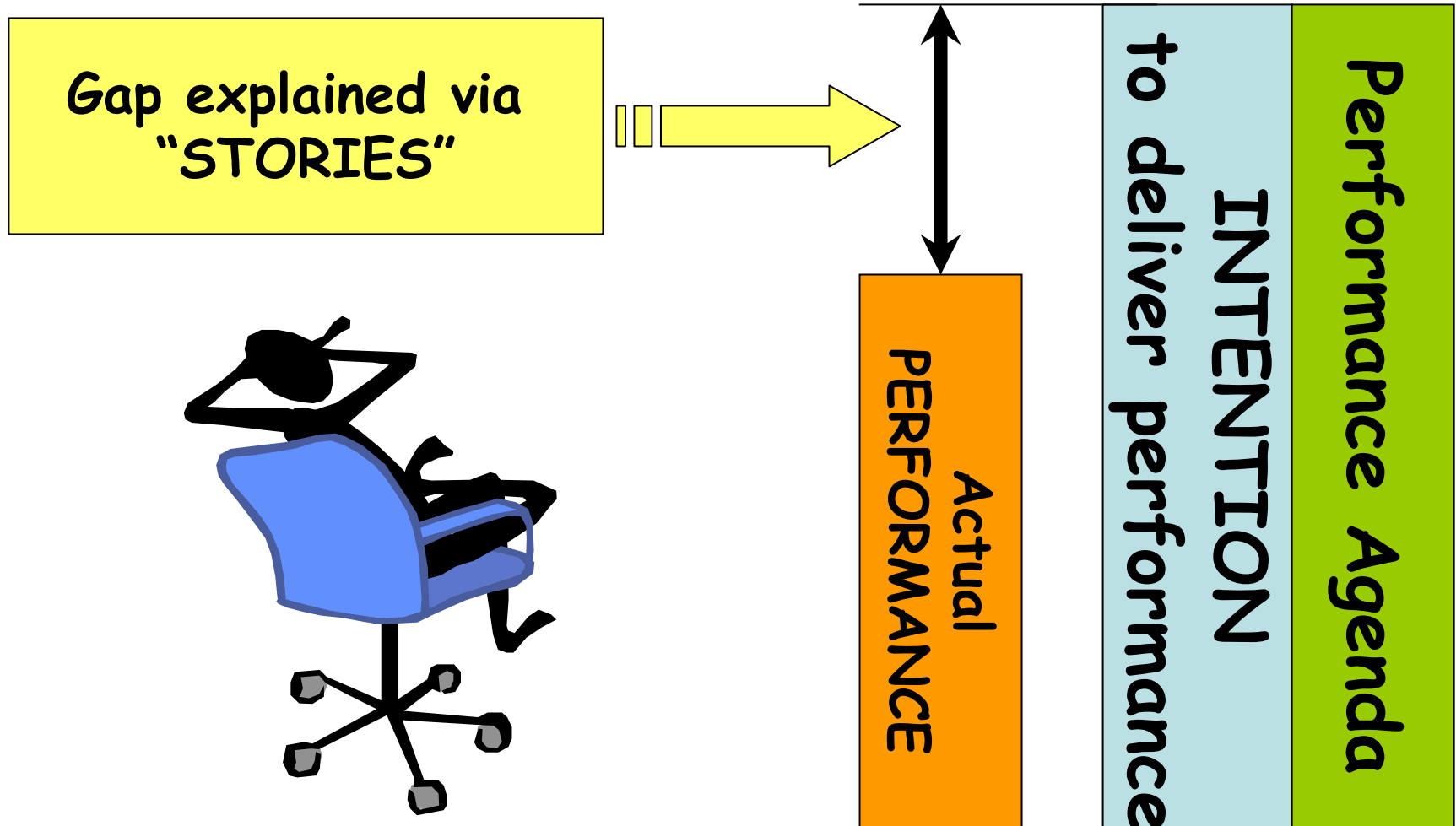
Team Development Process



“Not in My Job Description”
“I draw lines, I don’t remove trees”



The intention mechanism



Some of the Challenges:

- Mindset problem amongst staff
- Leadership & Management competencies
- Clients/customers that are not used to complaining
- Transfer of staff
- Staff turnover

Conclusion

John Tschohl - “The Customer is Boss”

- *Don't ever feel guilty about complaining. You deserve good service. You pay for good service. Every time you let bad service go by without objecting, you're encouraging it. You are rewarding people for being lazy. You're making it acceptable for them to not be interested in doing a good job."*

Thank you for your attention!!!