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BALASELA PROGRAMME

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Introduction

What is the Balasela programme?

- **BALASELA** signifies Service Delivery Excellence.





History of the Balasela programme

- 
- ❖ **2001** –The Eastern Cape Provincial Government (ECPG) became an institutional partner to South African Excellence Foundation (SAEF)
 - ❖ **2003** – The Premier’s Good Governance Awards scheme was integrated into SAEM framework
 - ❖ **2006** – **The Balasela programme was launched to institutionalize organizational service delivery excellence**



What does the Balasela “Service Delivery Excellence” Programme define?

- ◆ A progressive service delivery excellence assessment, recognition and reward programme focusing on:
 - Operational efficiency and effectiveness
 - Achievement of set objectives against set standards
 - Excellence through continuous assessment and improvement



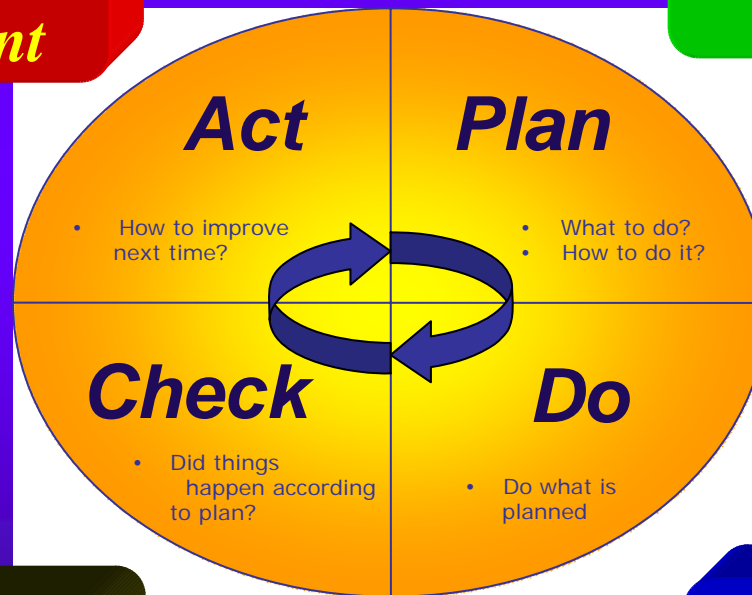


Process of the Balasela "Service Excellence" Programme



Continuous Improvement

Tactical Planning



Measurements

Operational



Practicalising the Balasela programme

- ◆ The Guide to Service Delivery Excellence (GSDE) is a framework used for self assessment organizational efficiency and effectiveness

(Self assessment as prescribed in the Batho Pele handbook chapter 9)



GSDE - Assessment Instrument



BALASELA

BALASELA



"Service Delivery Excellence"

*Guide to
Service Delivery
Excellence
(GSDE)*



Principles of the GSDE



- 👍 Provide the departments with clear reference as to what constitutes extraordinary service delivery
- 👍 Define activities and service delivery standards that should be achieved to perform successfully
- 👍 Provides evidence and results for use in recognition and reward programmes e.g. Balasela Awards



Benefits of the GSDE

- ✔ Ensures common understanding of the excellence principles
- ✔ It accentuates the 20/80 principle
- ✔ It identifies guidelines and performance standards critical to ensure continued service delivery focus and improvement
- ✔ Defines activities, guidelines and service delivery performance standards that should be achieved to perform excellently





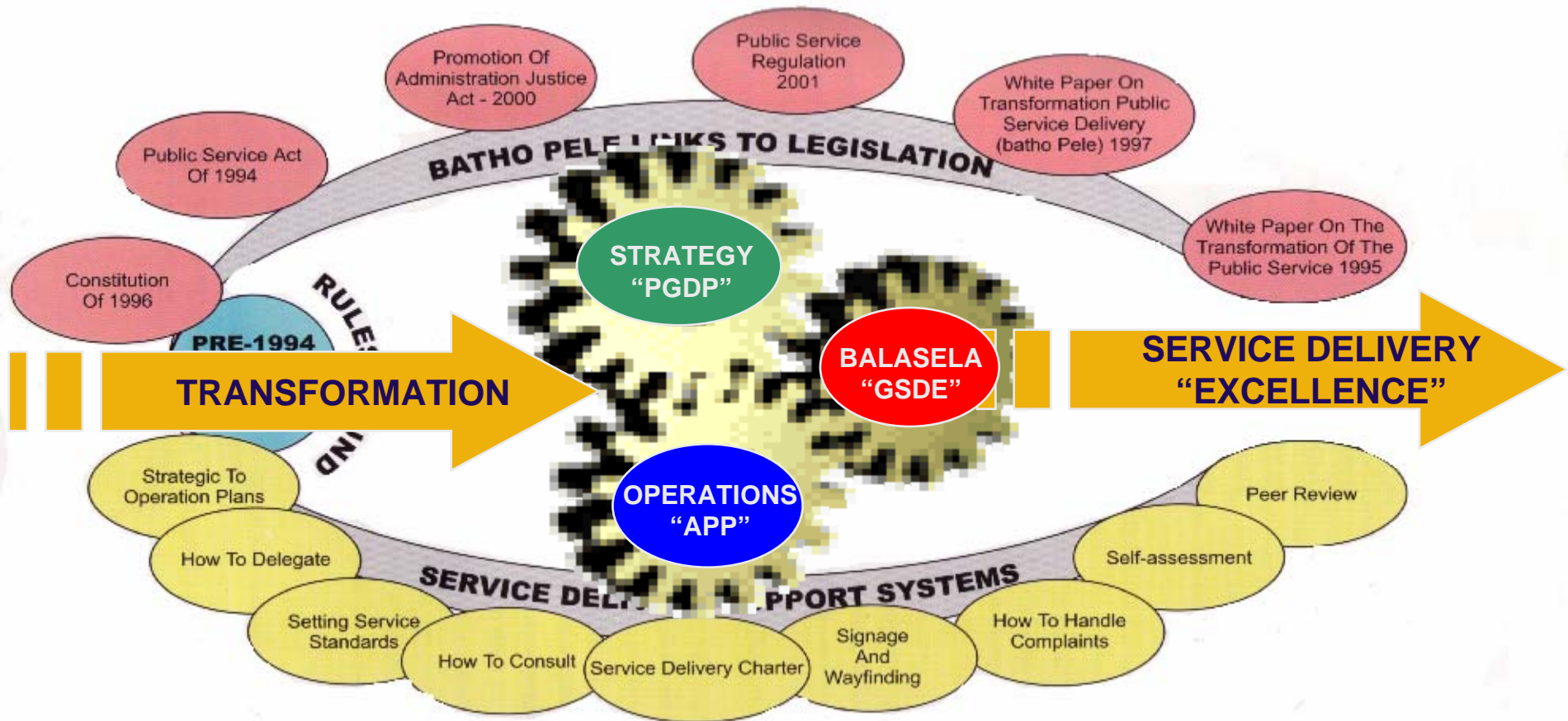
Benefits of the GSDE

- 👍 Ensures that our recognition and reward programmes affirms the provincial performance based value system
- 👍 Promotes doing the right things right the first time





Linking Batho Pele to Balasela programme





Service Delivery Outcomes

- ◆ *Batho Pele address human values and dignity, and “HOW” services are provided, rather than on “WHICH” services to provide.*
- ◆ *Balasele in contrast, focus on and provides for a structured framework and practical guide to facilitate the transformation of service delivery excellence.*





Performance Framework



*Batho Pele
Principles*

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

*Balasele
Criteria*

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11

+

+

=

*GSDE
Focus*

ENABLERS

RESULTS

*Service
Delivery*

*Client
Satisfaction*

*Stake
Holder
Value*



*Batho Pele principles harmonized into
the Balasela programme
Service Delivery programme*

1 - STRATEGY AND PLANNING

**2 - CLIENT
FOCUS**

**3 - EMPLOYEE
MANAGEMENT**

**4 - SUPPORT
SERVICES**

**5 - PROCESS
MANAGEMENT**

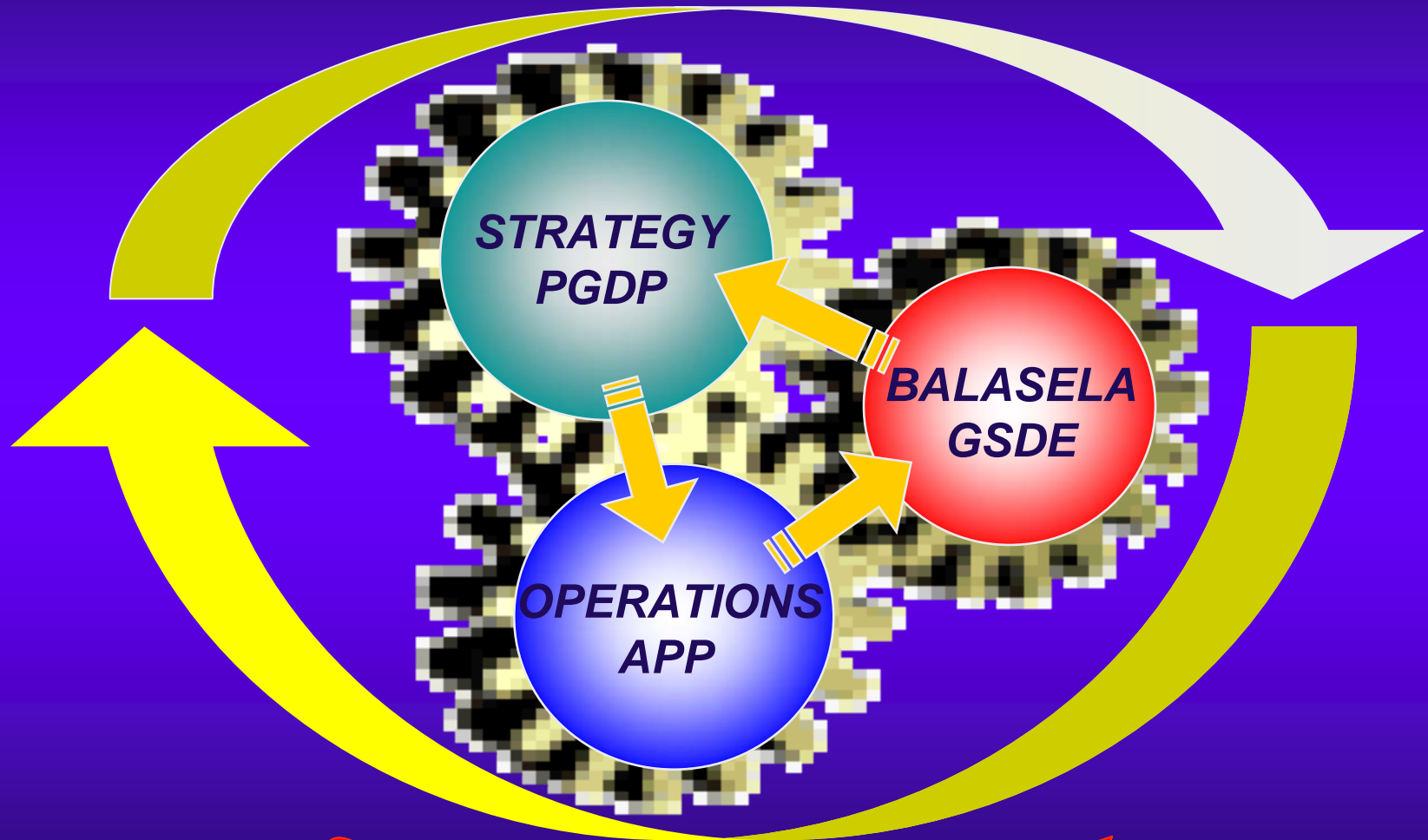
**7 - BUSINESS
RESULTS**

6 - LEADERSHIP





Integrating the Balasela programme into the Eastern Cape Service Delivery Model



**SERVICE DELIVERY
THROUGH EXCELLENCE**



How does the Balasela Programme improved Service Delivery through organizational self-assessment?





Balasela programme self assessment :achieving Excellence



Organisational Self-Assessment

Structured Improvement Process

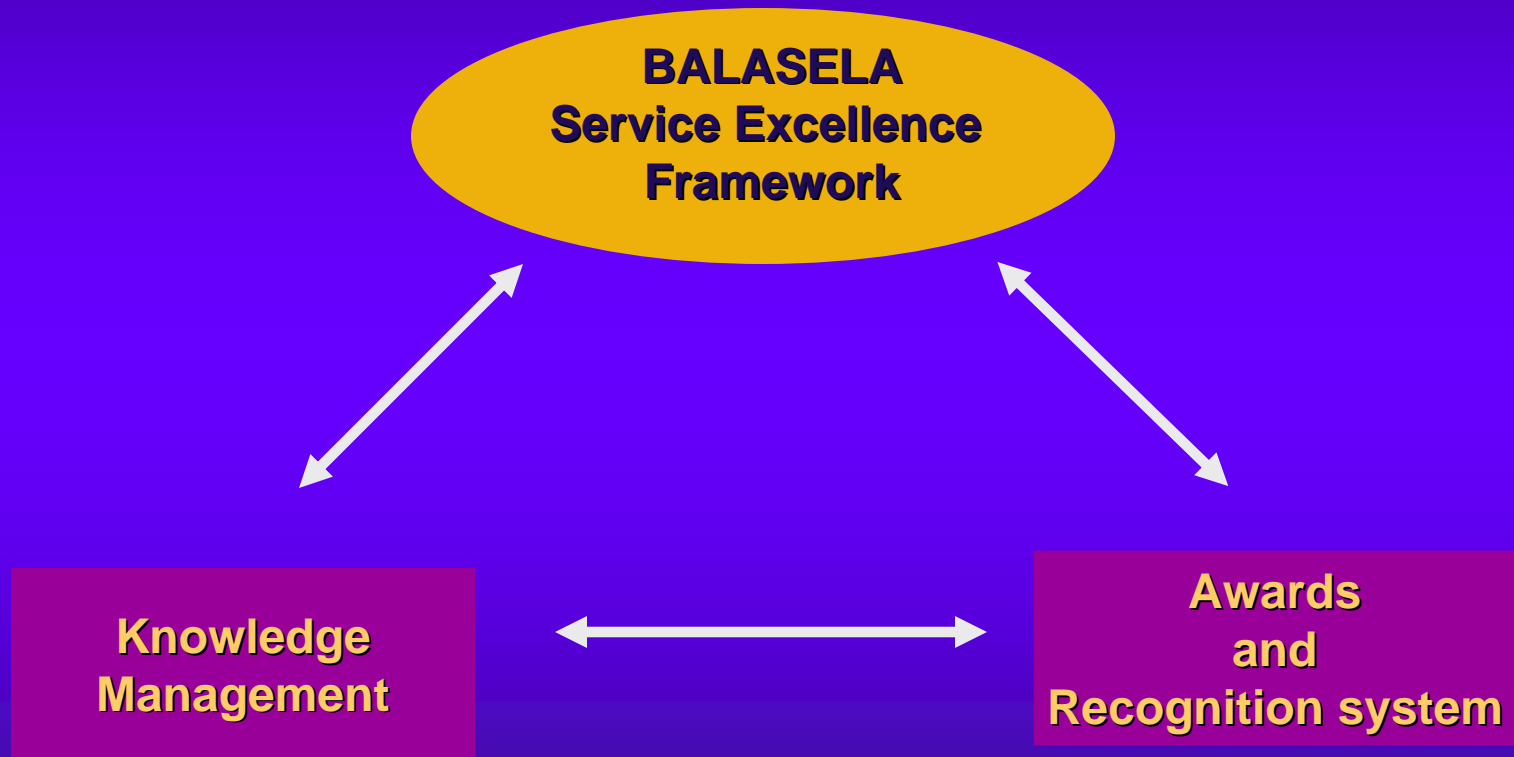
- *Specific Improvement Plans*
- *Implementation of Improvements*
- *Validation*
- *Recognition (Organisation Specific)*

Excellence Awards Programme

- *Formal Application*
- *Independent Evaluation*
- *Feedback Report*
- *Public Recognition*



Benefits of using the Balasela programme



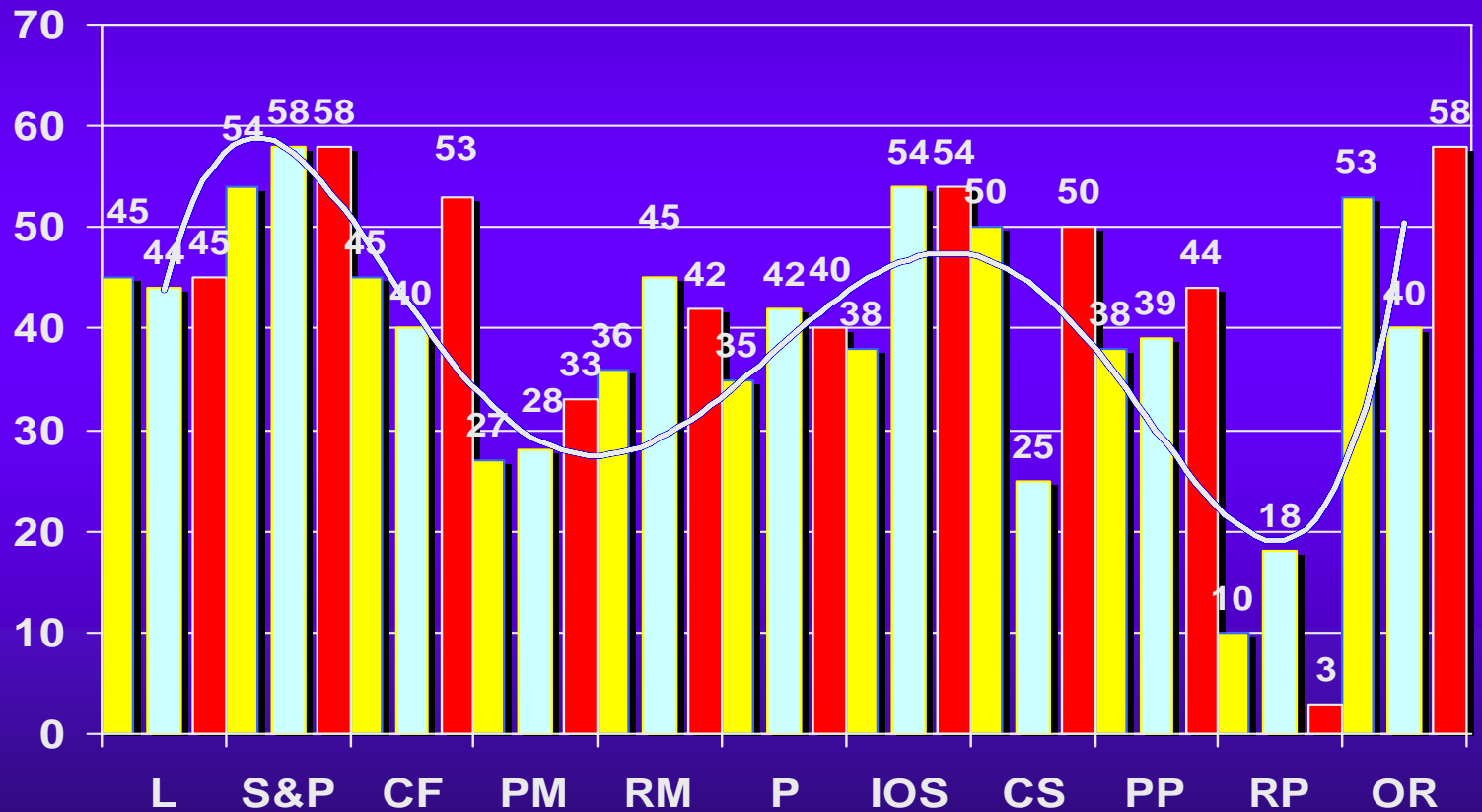


Progress to date

- ◆ Balasela Training material and self assessment manuals developed for provincial departments
- ◆ Developed a self assessment model called SPEAR to be used by district and local municipalities
- ◆ All SMS trained on self assessment fundamentals in 2006
- ◆ All departments in the Province conducted self assessments in 2007
- ◆ The Province have a self assessment report with clear recommendations for systemic improvement



Example of the application of Service Excellence framework



1

2

3



In Conclusion

Significance of Balasela lies in the potential benefits for the province and its users in that it provides a highly structured, fact based approach to monitoring, assessing and recognising strides towards service excellence on a continuous basis.





Thank you for your time and support

