



MINISTRY
PUBLIC SERVICE AND ADMINISTRATION
REPUBLIC OF SOUTH AFRICA

Opening Remarks

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Media Launch of the Integrated Public Service Month (IPSM)

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Good morning

Inkosi Mzamo Buthelezi, Honourable Minister for the Public Service and Administration,

Esteemed colleagues,

Dedicated public servants,

Community leaders,

Members of the media, and

Last but not least, the citizens we have the honour of serving

It is a profound privilege to open today's launch of Integrated Public Service Month (IPSM) 2025. This is not merely a ceremony, it is a pledge to South Africans, that our people, are at the heart of everything we do.

This year's theme, "Professionalising the Public Service to Build Trust and Restore Confidence in Government", speaks to the urgent question of: can citizens trust their government to listen, respond, and deliver?

In facing the realities, every day, citizens encounter challenges that test this trust:

A mother waits too many hours in a clinic line; a student learns in a classroom that is falling apart and a toilet that is a pit; or a small business owner who struggles under unnecessary red tape.

These are not just stories. These are the daily lived experiences of South Africans. They are reminders that service delivery must move beyond promises and 'lip service' to tangible change and real public service.

This is why IPSM under THIS administration – is so much more than just a commemorative month to us at the DPSA. Under Minister Buthelezi's leadership, it has been repositioned as a year-round platform of action, a platform for reform, aligned with the Medium-Term Development Plan (2024–2029).

The IPSM Implementation Framework sets out five practical outcomes:

1. Visible and responsive leadership.
2. Professional and ethical administration.
3. Trusted citizen feedback systems.
4. Co-creation of solutions with citizens.
5. Inclusive, integrated access to services.

These are not abstract ideals. They are measurable and achievable - if every public servant and partner commits.

And so, the first is a call to our Public Servants

Dear public servants: professionalism is not a title or status; it is a daily choice. I call on you to:

- Be professional. Excellence MUST be your standard.
- Be ethical. Integrity is non-negotiable.
- Be responsive. Service delayed is service denied.

Let your work reflect the spirit of Batho Pele - People First.

Then, most importantly, a call to Citizens

Dear citizens: you are not bystanders.

You are recipients, you are participants. Share feedback, hold us accountable. Trust grows when citizens are seen, heard, and served.

And finally, most critically - a call to the Media

Dear media: you are not only observers - you are custodians of transparency. Shine a light on progress and shortcomings alike. A trusted state does not fear scrutiny; it embraces it.

Colleagues, professionalism is not about hierarchy. It is about making a real difference in people's lives.

Let this launch mark the next level in our public service journey - where professionalism anchors delivery, and trust lies at the heart of governance.

Together, let us professionalise, let us restore confidence, and, together, let us deliver the South Africa our people deserve.

I thank you.