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TO ALL HEADS OF NATIONAL/PROVINCIAL DEPARTMENTS AND PROVINCIAL ADMINISTRATIONS

MINISTERIAL DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE

1. Following Cabinet's decision during the July 2007 Lekgotla to institutionalize the practice of exit interviews in the Public Service, the Minister for the Public Service and Administration has in terms of section 3(3)(e) of the Public Service Act, 1994 issued the attached Directive to elucidate and supplement Regulation VII G.2 of Chapter 1 of the Public Service Regulations, 2001.
2. Please note that in terms of the Directive exit interviews must be conducted with all employees whose services are terminated on or after 1 January 2008 on account of incapacity due to ill-health or injury, retirement or resignation.
3. For this purpose, the relevant executing authority will be required to-
 - (a) designate responsibility for managing the exit interview to a person or persons in the Department;
 - (b) determine the manner in which the exit interview will be conducted;and

(c) develop an exit interview template which must, as a minimum, require the employee to indicate the following:

- (i) the reasons for her or his exit;
- (ii) the circumstances, if any, under which the employee would consider returning to the Department; and
- (iii) any suggestions for improving the working environment and service delivery.

4. The practice of exit interviews should be integrated to support *inter alia* human resource planning, development and retention strategies, and may be extended to other categories of terminations.

5. Executing Authorities must record the reasons for the employee's termination as well as other relevant information obtained during the exit interview.

Kind regards


1 **DIRECTOR-GENERAL**

Date: 15/01/2008



DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE

**ISSUED BY THE MINISTER FOR THE PUBLIC SERVICE AND
ADMINISTRATION**

1 BACKGROUND

This Directive is issued to give effect to the decision by Cabinet during the July 2007 Lekgotla that the practice of exit interviews must be institutionalised in the public service.

2. SCOPE

This Directive applies to all employees appointed in terms of the Public Service Act, 1994.

3. AUTHORISATION

This Directive is issued by the Minister for the Public Service and Administration in terms of section 3(3)(e) of the Public Service Act, 1994 to elucidate and supplement Regulation G.2 of Part VII of Chapter 1 of the Public Service Regulations, 2001.

4. COMMENCEMENT

This Directive is effective from 1 January 2008.

5. GENERAL PROVISIONS: EXIT INTERVIEWS

5.1 An exit interview must be conducted with an employee whose employment is terminated on or after the date of commencement of this Directive on account of-

- (a) incapacity due to ill-health or injury;
- (b) retirement; or
- (c) resignation.

5.2 In prescribing the manner in which an employee must submit her or his resignation in terms of Regulation G.2 of Part VII of Chapter 1 of the Public Service Regulations, 2001, an executing authority must make provision for an exit interview to be conducted with the employee prior to her or his departure.

5.3 An executing authority must, in respect of the exit interview contemplated in clause 5.1-

- (a) designate responsibility for managing the exit interview to a person or persons in the Department;
- (b) determine the manner in which the exit interview will be conducted; and
- (c) develop an exit interview template which must, as a minimum, require the employee to indicate the following:
 - (i) the reasons for her or his exit;
 - (ii) the circumstances, if any, under which the employee would consider returning to the department; and
 - (iii) any suggestions for improving the working environment and service delivery.

5.4 The practice of exit interviews must be aligned *inter alia* with human resource planning, development and retention strategies, and may be extended to other categories of terminations.

6. HANDLING OF INFORMATION FROM EXIT INTERVIEW

6.1 The personal details of the departing employee must be treated as confidential.

6.2 Each executing authority must record the reasons for the employee's termination as well as other relevant information obtained during the exit interview.