



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA



We belong



We care



We serve

**DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION
ANNUAL REPORT TO CITIZENS
FOR THE
2017/18 FINANCIAL YEAR**

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1. WHO WE ARE

The Department of Public Service and Administration (DPSA) draws its mandate from Section 195 (1) of the Constitution and the Public Service Act of 1994, as amended.

Vision

A professional, productive and responsive Public Service and administration.

Mission

1. Establish norms and standards to ensure that the Public Service functions optimally and that such norms and standards are adhered to;
2. Implement interventions to maintain a compliant and functioning Public Service;
3. Promote an ethical Public Service through programmes, systems, frameworks and structures that detect, prevent and combat corruption; and
4. Contribute towards improved public administration in Africa and internationally through dialogue and sharing of best practices.

Values



2. WHAT WE DO

Constitutional Mandate

According to Chapter 10 (Section 195 [1]) of the Constitution of the Republic of South Africa, public administration must be governed by the democratic values and principles enshrined in the Constitution, including the following principles:

1. A high standard of professional ethics must be promoted and maintained;
2. Efficient, economic and effective use of resources must be promoted;
3. Public administration must be development-oriented;
4. Services must be provided impartially, fairly, equitably and without bias;
5. People's needs must be responded to, and the public must be encouraged to participate in policy making;
6. Public administration must be accountable;
7. Transparency must be fostered by providing the public with timely, accessible and accurate information;

8. Good human resources management and career-development practices, to examine human potential, must be cultivated; and
9. Public administration must be broadly representative of the South African people, with employment and personnel management practices based on ability, objectivity, fairness, and the need to redress the imbalances of the past to achieve broad representation.

Legislative Mandate

The DPSA draws its mandate from Section 197 (1) and (2) of the Constitution, which provides that within public administration there is a Public Service for the Republic, which must function, and be structured, in terms of national legislation, and which must loyally execute the lawful policies of the government of the day. The terms and conditions of employment in the Public Service must be regulated by national legislation.

Employees are entitled to a fair pension as regulated by national legislation.

In terms of the Public Service Act of 1994, as amended, the Minister for Public Service and Administration (MPSA) is responsible for establishing norms and standards relating to;

1. The functions of the Public Service;
2. The organisational structures and establishments of departments and other organisational and governance arrangements in the Public Service;
3. The conditions of service and other employment practices for employees;
4. Labour relations in the Public Service;
5. Health and wellness of employees;
6. Information management in the Public Service;
7. Electronic government;
8. Integrity, ethics, conduct and anti-corruption in the Public Service; and
9. Transformation, reform, innovation and any other matter to improve the effectiveness and efficiency of the Public Service and its service delivery to the public.

According to Section 3 (5) of the Public Service Act, the Minister may, subject to the Labour Relations Act and any collective agreement, make determinations regarding the conditions of service of employees generally or categories of employees, including determinations regarding salary scales and allowances for particular categories of employees. In terms of Section 5 (6), all collective agreements concluded at the Public Service Coordinating Bargaining Council (PSCBC) are deemed to be determinations made by the Minister in terms of Section 3 (5) of the Public Service Act and the Minister is empowered further to issue directives to elucidate or supplement such determination.

The Department's strategic objectives are implemented by the following programmes/branches:

- **Programme 1: Administration**

Purpose: Provide strategic leadership, management and support services to the Department, and coordinate the Department's international relations.

- **Programme 2: Policy Development, Research and Analysis**

Purpose: Manage and oversee the formulation, development and review of policies, policy reform and transformation programmes. Manage research and analysis of Public Service capacity and reform by conducting productivity, accessibility and continuity studies.

- **Programme 3: Labour Relations and Human Resource Management**

Purpose: Implement and monitor labour relations, human resource management and remuneration policies.

- **Programme 4: Government Chief Information Officer**

Purpose: Create an environment for the deployment of information technology (IT) as a strategic tool of public administration. Minimise and control IT related risks and costs in the Public Service.

- **Programme 5: Service Delivery Support**

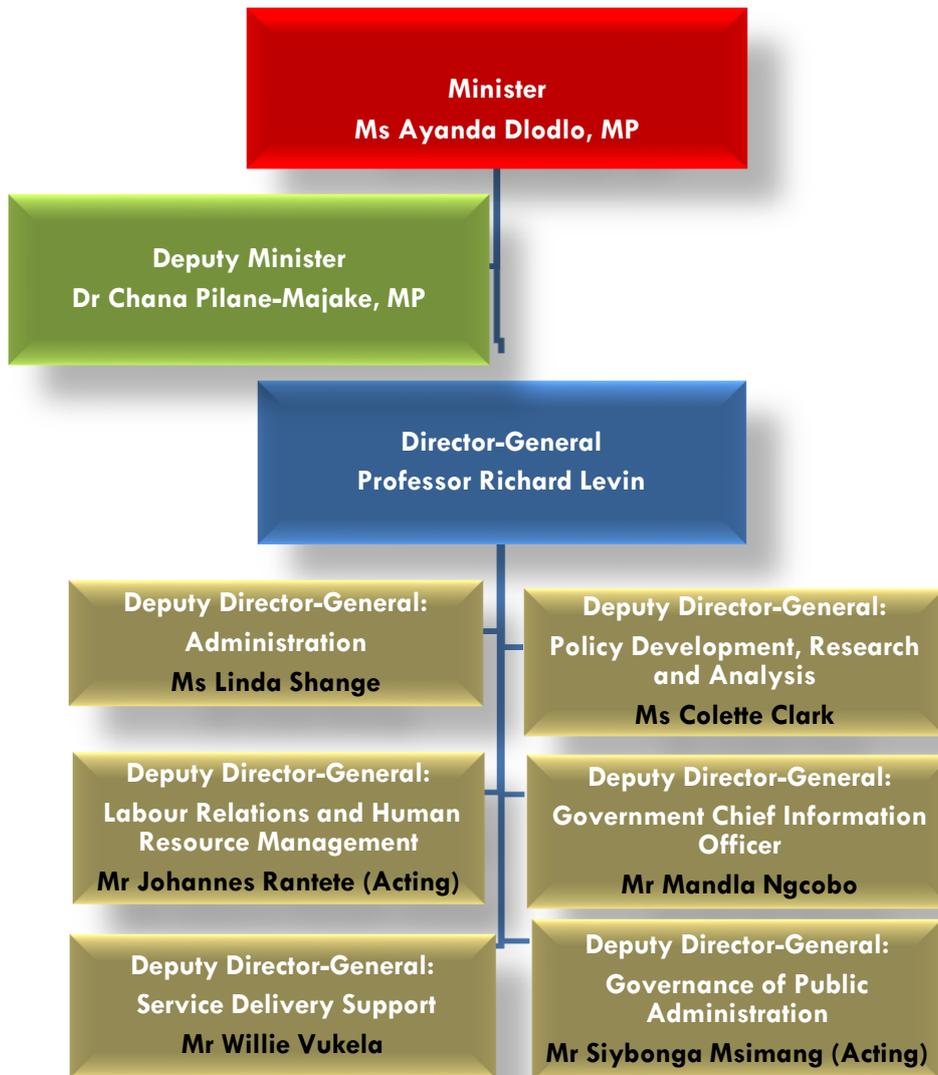
Purpose: Manage and facilitate the improvement of service delivery in government.

- **Programme 6: Governance of Public Administration**

Purpose: Manage and oversee the implementation of policies, strategies and programmes on Public Service integrity, intergovernmental relations, the macro organisation of the state, organisational design and senior leadership management. Manage government intervention programmes.

3. WHO IS IN CHARGE

Organisational Structure



Entities reporting to the Minister

The DPSA does not oversee any public entities envisaged under the Public Finance Management Act. However, the following entities report to the Minister for the Public Service and Administration (MPSA):

Entities reporting to the MPSA

Name of Entity	Legislative Mandate	Financial Relationship	Nature of Operations
Centre for Public Service Innovation (CPSI)	Government component in terms of the Public Service Amendment Act, Act 30 of 2007. Tasked by the MPSA to fulfil the mandate in relation to innovation for improved service delivery in the Public Service	The DPSA transfers payment to CPSI as they are part of Budget Vote 10	<p>The CPSI aims to entrench the culture and practice of innovation in the Public Service through:</p> <ul style="list-style-type: none"> • unearthing existing innovations for learning and replication; • researching, leading and promoting the development and testing of new innovations; • investigating and facilitating the replication and mainstreaming of innovations, and • providing content driven platforms and products for public officials to adopt innovative approaches
National School of Government (NSG)	<p>The current legislative mandate for the NSG is derived from Section 4 of the Public Service Act, 1994 (as amended) stating the following:</p> <ol style="list-style-type: none"> 1. There shall be a training institution listed as a national department in Schedule 1. 2. The management and administration of such institution shall be under the control of the Minister. 3. Such institutions - <ol style="list-style-type: none"> a) shall provide such training or cause such training to be provided or conduct such examinations or tests or cause such examinations or tests to be conducted as the Head of the institute may with the approval of the Minister decide or as may be prescribed as a qualification for the appointment or transfer of persons in or to the Public Service; 	The DPSA transfers payment to the NSG as they are part of Budget Vote 10	The NSG's mission is to be responsible for learning and development programmes in a uniform public sector with the objective of developing a professional, responsive and capable public sector, driven by the imperative of a developmental state

Name of Entity	Legislative Mandate	Financial Relationship	Nature of Operations
	<p>b) may issue diplomas or certificates or cause diplomas or certificates to be issued to persons who have passed such examinations.</p> <p>The former President of the Republic of South Africa, Mr Jacob Zuma, signed the Public Administration Management Act on 19 December 2014. The Act provides for the establishment of the NSG, with a mandate of promoting the progressive realisation of the values and principles governing public administration and enhancing the quality, extent and impact of the development of human resource capacity in institutions through education and training</p>		

The DPSA only transfers payment to the Public Service Commission (PSC) as they are part of Budget Vote 10. The PSC reports to Parliament.

4. OUR STANDARDS, HOW WE MET THEM AND THE RESULTS ACHIEVED

For the 2017/18 financial year, the Department **achieved 33 out of its 38 (87%) planned targets** in the Annual Performance Plan.

Service Delivery Improvement Plan

Due to the nature of its operations, the DPSA is a policy department that does not offer services directly to citizens but provides the enabling environment to ensure that the departments that deliver services are properly capacitated to do so. In this regard, the main beneficiaries of the Department's services are national and provincial departments. Some of the challenges experienced by the Department in executing its mandate relate to the non-compliance with the Public Service Act and Regulations as well as perceptions of corruption in the Public Service.

The DPSA has an approved Service Delivery Improvement Plan (SDIP) for the 2016/17 - 2017/18 financial years. This Plan gives stakeholders information regarding the DPSA's service delivery standards. A copy of the SDIP is available on the DPSA website (www.dpsa.gov.za) or can be accessed directly via the link: http://www.dpsa.gov.za/dpsa2g/documents/institutional/SDIP2016_17-2017_18.pdf

The tables below reflect the DPSA's service delivery standards and report on the progress that has been made in implementing these standards.

Main services and standards

Main Services	Beneficiaries	Indicator	Current/Actual Standard of Service 2016/17	Desired Standard of Service 2017/18	Actual Achievement
Provide support on the service delivery improvement planning and organisational transformation programmes and facilitate implementation through various interventions to all government departments	<ul style="list-style-type: none"> Government departments Public service employees 	Number/percentage of approved submitted SDIPs	85% submission rate	90% submission rate	91% submission rate
		Report on the development of SDIPs that are in line with the set process standards	65% of assessed SDIPs	65% of assessed SDIPs	62% of assessed SDIPs
		SDIP progress reports signed-off by the Heads of Department and Executive Authorities submitted to the MPSA	35% progress reports submitted	45% progress reports submitted	No progress can be provided as the submission date for progress reports is in September 2018
Monitor and report on the average number of days taken to finalise the disciplinary cases		Average number of days taken to finalise disciplinary cases	100 days	95 days	95 days

Batho Pele arrangements with beneficiaries

Current/Actual Arrangements	Desired Arrangements	Actual Achievements
Consultation	Consultation with the Management Committee	The SDIP was consulted with the Executive Committee and Management Committee
	SDIP standards to be consulted with the SDIP Forum	The draft SDIP service standards were consulted with the SDIP Forum members and the Governance and Administration Working Session but have not yet been approved
	Discipline Management to be consulted with the Labour Relations Forum	The draft Discipline Management service standards were consulted with the Governance and Administration Working Session but have not yet been approved
<ul style="list-style-type: none"> Access Information Openness and Transparency 	<ul style="list-style-type: none"> Display of Service Delivery Charter with generic service standards Display of Service Delivery Charter at the entrance of the building and on the DPSA website 	<p>The Service Delivery Charter with general service standards is displayed at the entrance of the building (reception) and on the DPSA website</p> <p>An amended Service Delivery Charter is still at a consultation phase</p>
Redress	<ul style="list-style-type: none"> Develop Complaints Handling and Compliments Management Policy and Procedure Consultation with service beneficiaries and management structure 	The draft Complaints Handling and Complaints Management Policy and Procedure was consulted on during the Branch Committee and Management Committee meetings

Service delivery information tool

Current/Actual Information Tools	Desired Information Tools	Actual Achievements
<ul style="list-style-type: none">Annual Management Performance Assessment Tool results (includes primary and secondary data)DPSA recordsForum of South African Directors-General report	<ul style="list-style-type: none">Annual Management Performance Assessment Tool results (includes primary and secondary data)SDIP Forum inputs on service standardsLabour Relations Forum inputs on service standards	<ul style="list-style-type: none">The SDIP submission rate was 91%, which exceeded the set target of 90%62% of SDIPs were quality assured, against the set target of 65%The set target for the submission of SDIP progress report was 45%, but data will only be available in September 2018 <p>By the end of the reporting period, the average number of days it took departments to conclude a disciplinary case was 95 days, therefore meeting the set target</p>

Complaints mechanism

Current/Actual Complaints Mechanism	Desired Complaints Mechanism	Actual Achievement
Draft policy and procedure developed, due for consultation in the Department	Approved Complaints Management Policy and Procedure	Consultation on the draft Complaints Management Policy and Procedure is still in progress

5. HOW WE INTEND IMPROVING OUR SERVICES

In terms of Treasury Regulations, the Accounting Officer of an institution is required to prepare a Strategic Plan for the forthcoming Medium Term Expenditure Framework (MTEF) period as well as an Annual Performance Plan (APP).

The DPSA's 2015 - 2020 Strategic Plan reflects the strategic outcomes oriented goals and objectives, which the DPSA will endeavour to achieve during this period. The DPSA's 2017/18 APP was produced and it provides an overview of the DPSA's budget, the MTEF estimates as well as the strategic objectives of the DPSA.

Copies of the SDIP, Strategic Plan and APP are available on request from the Chief Director: Corporate Communication, Mr Dumisani Nkwamba. His contact details are: Tel: (012) 336 1704; E-mail: DumisaniN@dpsa.gov.za. The documents are also available on the DPSA website (www.dpsa.gov.za).

6. ORGANISATION AND STAFFING

The organisational structure has 429 posts on the approved establishment. The table below reflects the total number of posts filled as at 31 March 2018.

Total number of employees (including employees with disabilities) in each of the following occupational bands as at 31 March 2018

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	4	0	1	0	2	1	0	0	8
Senior management	35	2	4	7	23	1	4	6	82
Professionally qualified and experienced specialists and mid-management	45	2	0	11	74	2	1	6	141
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	25	1	0	0	55	3	1	4	89
Semi-skilled and discretionary decision making	47	1	0	0	39	1	1	0	89
Unskilled and defined decision making	4	0	0	0	16	0	0	0	20
TOTAL	160	6	5	18	209	8	7	16	429
Employees with disabilities	5	1	0	1	3	0	0	3	13

7. BUDGET

The DPSA received a total budget of R877 144 million for the 2017/18 financial year.

Breakdown of how the budget was spent

Programme	Final Allocated Budget	Actual Expenditure - 31 March 2018	Unspent Budget	% of Budget Spent
	R'000	R'000	R'000	%
1. Administration	233 700	222 877	10 823	95.4%
2. Policy Development, Research and Analysis	29 964	26 275	3 689	87.7%
3. Labour Relations and Human Resource Management	66 323	64 685	1 638	97.5%
4. Government Chief Information Officer	17 145	16 495	650	96.2%
5. Service Delivery Support	237 369	235 911	1 458	99.4%
6. Governance of Public Administration	292 643	290 644	1 999	99.3%
TOTAL	877 144	856 887	20 257	97.7%

8. WHERE CAN WE BE FOUND

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