



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

IMPLEMENTATION OF THE AFRICA PUBLIC SERVICE DAY & INTEGRATED PUBLIC SERVICE MONTH

**2022
REPORT**



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Foreword

The Africa Public Service Day (APSD) and the Integrated Public Service Month (IPSM) are service delivery mechanisms and flagship programs that are designed to reflect on the work of the Public Service in line with the values and principles for public administration as enshrined in Section 195 of the Constitution (1996).

The 2022 annual celebration of the APSD took place from the 20 -23 June 2022 under the guidance of the African Union Commission (AUC). The focus was on strengthening African Argo-food, health, and social protection systems. The discussions of the APSD reflected on sharing good practices on public service governance, and professionalization of the state.

The Departments of Health, Basic Education and Agriculture, Fisheries and Environment led the discussions on how South Africa fight against malnutrition by strengthening social protection/food security systems and creating healthy lifestyles. The Tanzanian representatives shared best practices on National framework for good governance-decentralization by devolution creating bottom-up planning processes and service delivery closer to the service user.

The 2022 annual celebration of the IPSM took place from the 31 August to 01 October 2022. The celebration focused on government priorities and its program of action by reflecting on the 25th Anniversary of the Constitution, 25th Anniversary of Batho Pele, deployment of Heads of Departments to the coalface, and pledging of public servants to the Public Service Charter.

The discussions IPSM focused on state of public service delivery assessed through a study that was conducted by the Human Sciences Research Council (HSRC) on the implementation of Batho Pele using public opinion data collected through a nationally representative survey of adults aged 16 and older. The HSRC study assists the DPSA to track whether the Batho Pele Revitalization Strategy is bringing the focus back on Batho Pele for maximum benefit to the citizens of South Africa.

The National Planning Commission (NPC) reflected on the results of the review on the implementation of the National Development Plan (NDP). The NPC observed a lack of implementation on several decisions made over time, such as capacity and organization of the state, ensuring a professional public service, institutional building and dealing with interface issues between the political and administrative heads in the state.

The IPSM was closed through the Batho Pele Walkie Talkie. The Batho Pele Walkie Talkie sought to contribute to the wellness of the Public Servants.

I. Introduction

The 1997 White Paper on Transforming Public Service Delivery has highlighted the need for service delivery mechanisms that support the framework of putting people first. Batho Pele is an approach which puts the people first when delivering government services. It focuses on public servants being committed to serving people, and to find innovative ways to improve service delivery.

The Africa Public Service Day (APSD) and the Integrated Public Service Month (IPSM) are service delivery mechanisms and flagship programs that are designed to reflect on the work of the Public Service in line with the values and principles for public administration as enshrined in Section 195 of the Constitution (1996), and the aspirations of the National Development plan 2030. These mechanisms further seek to institutionalize the Batho Pele program with a special focus on the public servants.

The 2022 annual celebration of the APSD took place from the 20 -23 June 2022 under the guidance of the African Union Commission (AUC). The celebration took the form of dialogues to reflect on various governments service delivery interventions, progress on programs and showcasing innovations in the public service.

The 2022 annual celebration of the IPSM took place from the 31 August to 01 October 2022. The celebration focused on some government priorities and its program of action by reflecting on the 25th Anniversary of the Constitution, 25th Anniversary of Batho Pele, deployment of Heads of Departments to the coalface, and pledging of public servants to the Public Service Charter.

The DPSA developed a concept document to guide the national and provincial governments on the implementation of both the APSD and IPSM in the public service. However, at the time this report was compiled, only a few departments had submitted their departmental or provincial celebration reports and as such this report mainly provides an account of celebrations that took place at the national level.

The purpose of this document is to report on the activities and proceedings of the 2022 APSD and IPSM celebrations, and summarize the discussions, lessons learnt and recommendations.

This report is divided into three parts i.e., Part A focuses on the activities of the APSD, Part B on the IPSM, and Part C on Lesson Learnt and Recommendations.

PART A: AFRICA PUBLIC SERVICE DAY



2. 2022 APSD Key Focus Area

The focus of the African Union (AU) in the year 2022 was on strengthening African Argo-food, health, and social protection systems. This focus called on adopting a multi-sectoral response that offer significant wins beyond improving nutrition outcomes, catalyzing social, economic, and human capital development across the continent. The declaration is a crucial opportunity to provide solutions to the current nutrition crisis on the continent.

Guided by the 2022 AUC theme and drawing lessons from the 8th Continental Celebrations where resilience of public administration was advised, the theme of the 2022 APSD celebration was:

Theme:

“Enhancing the Resilience of the African Public Administration to support and facilitate the realization of Africa’s nutritional Needs during and post Covid-19 Pandemic.”



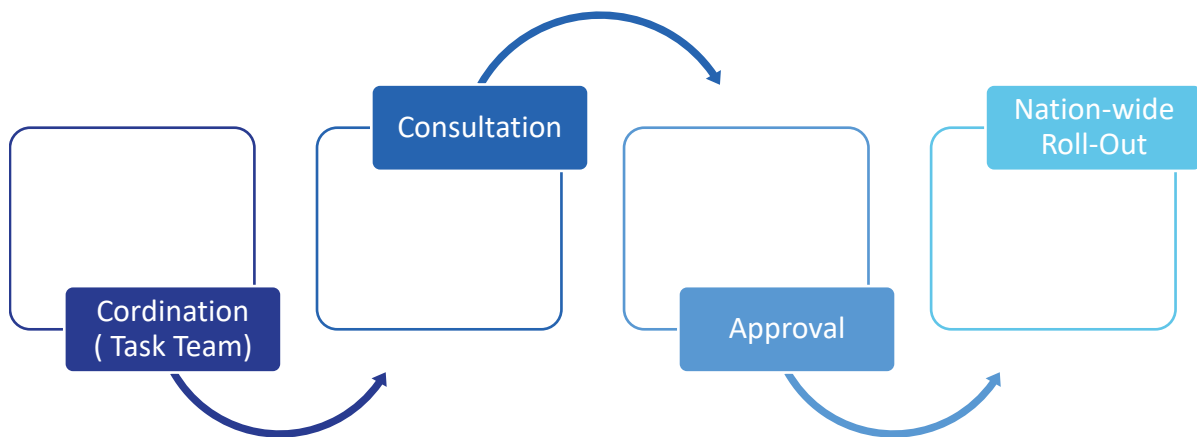
The sub-themes that guided the discussions were as follows:

- Building public value and trust for active citizenship and social partnering
- Strengthening public participation and building partnerships for service delivery improvement.
- Building resilience in the public service administration-responding to externalities.
- The fight against malnutrition-strengthening social protection/food security systems and creating healthy lifestyles.
- Tackling unemployment –opportunities in economic development and poverty reduction.

3. Coordination of the 2022 APSD

The Implementation Process

The following process was followed in coordinating the implantation of the 2022 APSD:



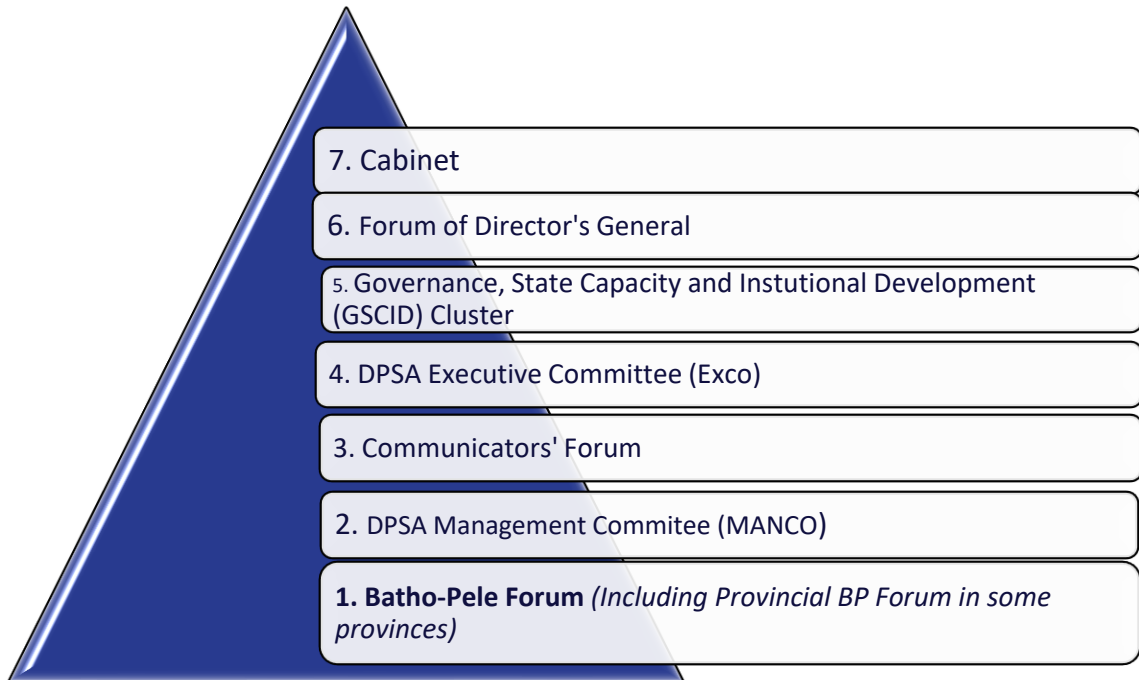
Coordination: Formation of *Multi-Sectoral Implementation Task Team*

A *Multi-Sectoral Implementation Task Team* was set up to coordinate and implement the 2022 APSD composed of the following departments:

- Department of Public Service and Administration (DPSA),
- Centre for Public Service Innovation (CPSI)
- National School of Government (The NSG)
- Department of Agriculture, Forestry and Fisheries (DAFF)
- Government Communication and Information Systems (GCIS)
- Department of International Relations and Cooperation (DIRCO)
- Public Service Commission (PSC)
- Limpopo Office of the Premier
- Northern Cape Office of the Premier

Consultation

The DPSA drafted the 2022 APSD Concept document detailing the guidelines to the public service on the format of the celebrations, and the following stakeholders were consulted. The inputs and contributions from these stakeholders were used to enrich 2022 APSD Concept document:



Approval

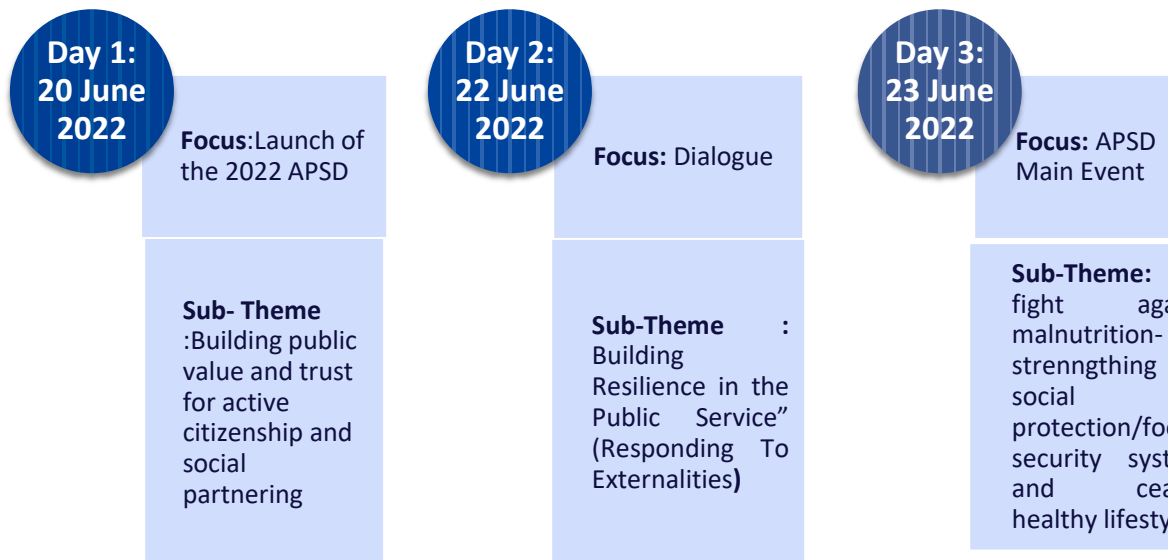
The Director-General of DPSA, Ms. Yoliswa Makhasi approved the 2022 APSD Concept document for further consultation with the stakeholders outside the department. The Concept was sent to the Minister and Deputy Minister for the Public Service and Administration for concurrence. The 2022 APSD Concept document was presented to Cabinet for final approval and implementation.

National-Wide Roll-Out

The DPSA issued a Circular to the Heads of Departments in both national and provincial departments on the implementation of the 2022 APSD. The Circular further invited the departments to take part in the national APSD activities.

4. Format of the Celebrations

The national program was celebrated in three (3) day with a special focus on the continental and country issues. Day 1 and 2 were build -up activities towards the main APSD activity that was held on 23 June.



5. National APSD Program



Sub-Theme

**Building public value and trust for active citizenship
and social partnering.**

The Launch of the APSD took place virtually and was attended by nominated public servants at national and provincial sphere. The launch was led by the Deputy Minister for Public Service and Administration, Dr C Pilane-Majake (MP).

5.1 Keynote Address

The Deputy Minister urged all South Africans – including the country’s 1,2 million public servants – to stand in solidarity with rest of the continent in strengthening the fight against malnutrition and work towards improving food security on the continent.



Furthermore, the Republic of South Africa in solidarity with the rest of the African continent in the fight against malnutrition, are mindful of its own operational challenges. These challenges include (1) declining public confidence and trust in government performance on matters of service delivery and accountability; (2) uneven service delivery to citizens across the Public Service and the three spheres of government; and (3) persistent corruption in both the public and private sectors.

The Deputy Minister further urged the public servants to use the events of this 2022 APSD celebrations to reflect on the nature of that trust, and how important it is that trust is supported and strengthened.

The public servants were encouraged to commit to building a professional public service in which unprofessional conduct is never a possibility to be tolerated and continue to serve our people with respect and let us continue to treat them with dignity.

5.2 The importance of values and principles framework derived from the Constitution.

The Chair of the Public Service Commission (PSC), Prof Somadoda Fikeni provided a reflection of the work of the PSC and its role in deepening the consciousness about the values and principles of the Constitution.



The PSC is in contact with the other African countries to revive the forum of African Public Service Commissioners and fulfil the Pan African combined effort to ensure fulfilment of the AU Agenda 2063.

The theme presented an opportunity to rethink and reprioritize especially in the aftermath of covid-19 and disasters that had befallen the country, and how to respond to the needs of the citizens. As we rethink and reprioritize, we should focus on the bill of rights in the Constitution, and Chapter 10 which speaks of values which shall be translated into practices of the public service.

There is a need to create measurable impact on the people on the ground, otherwise the very Constitution itself may suffer legitimacy crisis if it has beautiful words which people cannot relate to in their daily grind as they are dealing with the viciousness of life.

The PSC must ensure effectiveness and efficiency of the public service in delivering services under the changed circumstances. The PSC strives to do this through the promotion of constitutional values and principles governing public administration, and by proposing measures to ensure effective and efficient performance within the public service.

The PSC recommendations and proposals to the government are based on evidence-based research and consultation through various interventions such as the planned 2022 Citizens Forums to be conducted across the country which will enable the PSC to work

closely with communities and the relevant key stakeholders to define the service delivery needs to define the service delivery needs on the ground. It is these outreaches to the community which inform us what the needs are on the ground. These forums should be seen as a vehicle to build public trust and to create opportunities for social partnerships with the communities.

The values and principles framework derives from the Constitution. The Constitution makes it clear that the public service is governed by a public value system, and therefore the behaviour of public servants cannot be governed by rules alone.

A value-based system is where consciousness and internalizing the values. The public service should never be separated from exemplary ethical conduct and should always be values driven. There should be a right balance between the rules driven and values driven public service, and this should be one of the major debates that should take place.

5.3 Overview of the Africa Peer Review Mechanism (APRM)

Mr. T Tshefuta Chairperson of the APRM-National Governing Council supplied a brief overview of the APRM.

The Republic of South Africa established structures of the APRM in July 2020, and as a country we can confidently claim that all the necessary national structures of the APRM have been established. The National Governing Council (NGC) is a multi-sectoral structure drawing representatives from government, business, civil society, labour etc.



The primary mandate of the NGC was to execute the second-generation review of the APRM. It allows RSA to assess its own performance in the areas of democracy, political governance, economic governance and management, socio economic development, and the resilience of the state, and a Self-Assessment Country Report was generated and was adopted by Cabinet in December 2021.

A panel of experts of the Country Review Mission was hosted composed of experts from all regions of the continent from the various thematic areas in line with the key indicators of the A

PRM. The Review Mission met with national, provincial, local government representatives, including the ministers and deputy ministers, DGs, Judiciary, business, civil society, and their primary purpose was to ascertain if these various stakeholders can identify and relate with the issues that are raised in the report, and they further developed their own report.

The President presented the APRM Country Report to the 31st Summit of the Heads of Government that was held in Feb 2022. The areas of best practices in the Country Report include areas of the rule of law, corporate governance, media freedom and independence of the judiciary, and whereas the areas of improvement included youth unemployment, inequality, and xenophobia.

African
Union



5.4 Update on the Baseline Report on the African Charter Implementation

Dr Patrick Sokhela, Chief Director at the Department of Public Service and Administration provided an update on the implementation of the African Charter. The African Charter on the Values and Principles of Public Service and Administration (hereinafter “the Charter”) was adopted on 31st January 2011, by the Sixteenth Ordinary Session of the Assembly, held in Addis Ababa, Ethiopia.

The Charter is the first legally binding regional public service instrument which serves to promote and improve quality public service delivery including fighting corruption in the public service.

The Charter entered into force on 23 July 2016 after the deposit of the instrument of ratification by the 15th Member State in accordance with its article 30. Following the entry into force of the Charter and pursuant to its article 23 (2), the African Union Commission (AUC) held the First Conference of State Parties (COSP I) to the Charter on 12 - 13 November 2018, in Nairobi, Kenya and adopted among others, *The Guidelines for reporting on the implementation of the Charter*.

The Second Conference of State Parties of the African Charter on Values and Principles of Public Service and Administration (COSP II) by Videoconferencing took place on 29 April 2021 and adopted the following the State Parties’ Assessment Tool (SPAT) and the Election of the First Bureau of Conference of State Parties.

The COSP II meeting of Ministers was preceded by the preparatory Meeting of Experts which took place on 27 to 28 April 2021. On the State Parties Assessment Tool (SPAT), COSP II decided to, among others consider ways and means to strengthen the implementation of the Charter through the use and adherence to the State Parties Assessment Tool (SPAT) as a necessary tool for reporting mechanism.

Invite Tanzania, South Africa, Kenya, Namibia, and Cameroon to pilot the operationalization of the SPAT, Add SPAT as an indicator that reflects full implementation of the African Charter and give effect to and reinforce the principle of complementarity in State Parties reporting on the Charter implementation.

As part of piloting the operationalization of the SPAT, South Africa will host the African Union Commission Mission of the Specialized Technical Committee (STC8) Secretariat in July 2022 to, among others:

- Share its approach and methodology to giving effect to and reinforcing the principle of complementarity in State Parties reporting on the Charter implementation.
- Share its approach and methodology as it relates to complementarity with the African Peer Review Mechanism (APRM) questionnaire, Open Government Partnership (OGP) methodology template.
- Show how such complementarity will reflect in the Country's Baseline Report, to be submitted to African Union Commission STC8 Secretariat by December 2022
- South Africa's is working with its APRM *pro bono* Technical Research Institutions and OGP partners to demonstrate the principle of complementarity, as part of developing the Country's Baseline Report in tandem with the piloting of SPAT.

5.5 The Role of the National Action Plan to Combat Racism, Racial Discrimination, Xenophobia and Related Intolerance (NAP) in Strengthening the Rule of Law and Democracy

Ms. D Franzman Department of Justice & Constitutional Development provided an outline on how the RSA combats racism, racial discrimination, xenophobia, and related intolerance in strengthening the rule of law and democracy.

The National Action Plan to Combat Racism, Racial Discrimination, Xenophobia and Related Intolerance (NAP) was developed in response to the Durban Declaration and Program of Action (DDPA).

The government initiated the development and finalization of the NAP, but the NAP applies to, and belongs to, all in the country. Implementation requires a collaborative effort across all government departments - nationally and provincially, and at local government level - as well as other social partners and sectors. Ensures the promotion of social cohesion and contributing to building a united prosperous Africa through the targeted objectives in the NAP five-year PoA (2019- 2024). Addressing the ongoing scourges of racism, racial discrimination, xenophobia and all other forms of intolerance and social ills in SA is critical and requires the concerted efforts by ALL various role-players.



Sub-Theme:

Building Resilience in the Public Service” (Responding to Externalities

5.6 Western Cape Day Zero and Veld Fires

Mr. Etienne Du Toit Western Cape Department of the Premier shared the case study on how the Western Cape province dealt with day zero and veld fires.

The drought that affected the City of Cape Town began in Jan 2015. Agricultural The Webinar focused on the sub-theme: “Building Resilience in the Public Service” (Responding to Externalities), and it was held virtually. The aim of the Webinar was to share best practices in handling disasters, strategies, and professionalization of the public service. The Webinar was attended by public servants.

drought was confirmed in West Coast and Central Karoo District Municipality.

In March 2026- assessments were conducted and confirmed that various municipalities are facing challenges with providing water to communities. As a result, the Western Cape Disaster Management Drought interventions Team with Work Streams was established.

In February 20217, the City of Cape Town implemented stringent water restrictions.

The following Work-Streams were formed: Humanitarian, Water Security Risk, Economic Security Risk, and Safety Security Risk.

The Objectives of the Task Team and Work-Streams were to:

- a. Maximize the Protection of: Human Life, Public Health, Social Well-being and safety and security.
- b. Protect and sustain stability of critical infrastructure: prioritizing infrastructure essential through service delivery priorities.
- c. Risk management
- d. Informa tion management: maintain sustained awareness through systematic and planned processes.
- e. Inter-governmental, inter-agency, Whole-of-Society Response: Manage coordinated response.
- f. Stakeholder Communications: Inform stakeholders and media to enable a sustained “Whole-of-Society” response.

5.7 Response to the Kwa-Zulu Natal (KZN) disaster

Ms. Rebone Tau shared the case study on how the Department of Cooperative Governance and Traditional Affairs (COGTA) responded to the KZN disaster.

The Country experienced severe weather events in the form of heavy rains that led to localized floods since March 2022, affecting KwaZulu-Natal, Eastern Cape, Northern Cape, and North-West provinces. The events sadly resulted in loss of lives and people displaced, while others were left homeless and unable to have access to basic amenities. Key infrastructure in various sectors that include amongst others; Human Settlements, Education, Roads, Agriculture, Health, Economic, Water and Sanitation and many others were also severely affected.

The coordination of response interventions to address and mitigate the effects of these floods is done within the reclassification of a national disaster by the National Disaster Management Centre (NDMC) in terms of Section 23 of the Disaster Management Act, 57 of 2002. (DMA).

The main objective of this reclassification was to assign primary responsibility to the national sphere of government to manage and coordinate the disaster.

Furthermore, classification enabled reallocation of funds by affected municipalities and provincial departments from own applicable grants to augment the resources for intervention measures as per Section 19 of the Division of Revenue Act (DORA).

The Minister of Cooperative Governance and Traditional Affairs (COGTA), after consulting responsible Cabinet Members, also declared a national state of disaster in terms of Section 27 of DMA.

The primary purpose of the declaration of a national state of disaster is to augment existing legislation and contingency arrangements of the affected organs of state as well as activate other extraordinary measures as and when required.

The magnitude and severity of the disaster experienced respectively in KZN, EC, NC and NW provinces, between April and May 2022 necessitated the reclassification and declaration of the occurrence to a national disaster respectively by the Head of NDMC in terms of Section 23 and the Minister of Cooperative Governance and Traditional

Affairs (COGTA), Dr Nkosazana Dlamini Zuma in terms of section 27 of the Disaster Management Act, 2002 (Act No. 57 of 2002) (DMA).

The government adopted a three-pronged/phased approach to better coordinate response, recovery, and reconstruction measures within all affected provinces. The 3 phases are: (i) immediate humanitarian relief, (ii) stabilization and recovery and (iii) rehabilitation and reconstruction.

The three-phased approach called for the establishment of 8 Technical Task Teams replicated in the province(s) to ensure that work is done in a complimentary manner and that the correct inputs are put in place to drive the correct actions towards the realization of the desired outcomes.



5.8 Anti- corruption Strategy

Brigadier HP Wasserman from the South African Police Service presented the Anti-Corruption Strategy.

The Corruption and Fraud Prevention Plan is based on principles outlined in the Corruption and Fraud Prevention Strategy. This strategy is based on four pillars:

- Prevention – this includes revising the SAPS Code of Ethics to link the fight against police corruption with clear and strict disciplinary measures. It also involves anti-corruption training, public education, and integrity tests.
- Detection – this will be linked with a Risk Management Strategy (RMS). The RMS will be used to ease audits and evaluations of high-risk police stations and develop an information framework on corruption and fraud.
- Investigation – this looks set to retain the same structure, with station level detectives investigating minor corruption and organized crime units investigating serious cases. Other options include greater inter-agency cooperation and corruption courts.
- Restoration – this refers to developing and regularly assessing fraud prevention control measures. Proposals include abandoning ineffectual measures, training ‘disciplinary officers’ in discipline management and prioritizing backlogs in departmental cases.



SAPS ANTI-CORRUPTION STRATEGY

5.9 Addressing obesity and overweight, creating healthy lifestyles

Dr Morwesi Mahlangu from GEMS shared their experience on addressing obesity, overweight and creating healthy lifestyles.

The following were identified as Key Drivers of Overweight and Obesity:

Insufficient physical activity	Lack of knowledge
<ul style="list-style-type: none"> • Lack of inclusive environment for physical activity • Lack of community networks to promote physical activity. • Increased use of technology (Computer games, TV etc.) 	<ul style="list-style-type: none"> ▪ • Limited access to proper information • The consequences are poorly understood. • Knowledge of energy content of food • High coverage of advertisement of unhealthy foods
Poor Diet	Poor early Childhood Feeding Practices
<ul style="list-style-type: none"> • Individual and lifestyle factors • Perceived excessive cost of healthy foods. • Portion sizes purchased and in restaurants. • Easily available ultra-processed foods • Purchasing power 	<ul style="list-style-type: none"> • Early introduction of complementary feeding • Poor feeding practices of low-birth-weight babies • Using food as a reward • Early introduction of unhealthy food to children

5.10 Overseeing Professionalism of Public Service employees

Africa loses about \$140 bn per year to corruption. Corruption is abuse of entrusted power for private gain. It is a tenacious and systematic pattern of unethical behaviour that is sustained over a prolonged period of time, often shown in the abuse of power/authority including manipulation of rules or opportunities for private gain.

The Corruption challenge:

- Political Interference: Governance structures/rule of law are not applied effectively and efficiently.
- Moral Suasion – Appeal to people’s conscience and morality.
- The Dignity of corruption: Our political, traditional, and other leaders make corruption attractive.
- Incentives – Whistleblowing for a reward never worked as the whistle-blower may be ostracized in the community.

Alternative ways to fight corruption.

- Moral Leadership – Education of masses on negative effects of corruption
- Matters of Practice – Leadership by example

Organs of the NPSC

- The Council of Commissioners is the supreme organ of the commission composed of seven commissioners who serve a four-year term which may be renewed only once.
- Executive Secretariat handles coordinating the activities of the National Public Service Commission.
- Units (Professionalism and Human Resource Management Oversight, Human Resource Management Compliance and Administration & Finance)
- Being an independent body that reports to Parliament.

NPSC Responsibilities

- To verify whether Government institutions recruit staff using a transparent and fair candidate selection system.

- To analyze reports on staff recruitment competitions organized by Government institutions looking for staff.
- To verify whether Government institutions comply with laws, regulations and decisions relating to the management of public service employees.
- To oversee Professionalism of Public service employees as well as how they fulfil their obligations in accordance with Human Resources Management Laws
- To make in last instance decisions on administrative actions which are brought to it on appeal.

NPSC role in Promoting Professionalism

The National Conference on Promoting Professional Conduct and Ethical Behaviour in Public Service held in June 2021 recommended the following:

- To set up regular training programs for new public servants
- To reinforce Public Service Capacity Building program with regular training that enables public servants to perform effectively and fulfil their responsibilities.
- Monthly meeting on promoting Professional Conduct and Ethical Behavior in Public Service

Key drivers to professionalism

1. Professional Public Servants: public servants contract their annual performance through Result Based Management (RBM).
2. Standard of service delivery and Standard operating Procedures: guide public servants to measures of quality of service provided to citizens, while SOPs help document all processes by keeping consistency.

Digitization of Human resource management is key in recruitment, management, building institutional capacity therefore in Promoting professionalism in Public Service.

Enhance Meritocracy.

5.11 National framework for good governance- decentralization by devolution creating bottom-up planning processes and service delivery closer to the service user.

Dr Shandika shared their experience in Tanzania on National framework for good governance- decentralization by devolution creating bottom-up planning processes and service delivery closer to the service user.

The concept of good governance is perceived as the exercise of official power in the management of country's resources to increase and utilize such resources for betterment of life. Good Governance therefore calls for a system of public management to be transparent, responsive, responsible, and accountable to public interest.

Eight characteristics of Good Governance as per UN

1. Transparency
2. Participatory
3. Consensus Oriented
4. Responsive
5. Effective and Efficiency
6. Equitable and Inclusive
7. Rule Of Law
8. Accountability

Benchmark of Good Governance

1. Presence of constitution that ensures separation of powers of the executive, legislature, and the judiciary,
2. An efficient and the effective legislature,
3. Security of person and property,
4. Accountability, transparency, integrity in management of public affairs,
5. The lure of law and Electoral democracy
6. Protection of human rights and freedom,
7. Efficiency in the delivery of services by public officials,
8. Participation of citizens political, economic, and social decision making,

9. An informed and skilled society that is ready to defend its rights and freedom and to hold its governors responsible,
10. Decentralization by Devolution: Bring public services closer to the end user,
11. Empowerment of local councils and communities through Devolution of powers, functions, public participation, and financial decentralization and
12. Promotion of gender equity and equality.

Key players in governance system

- Central Government
- Local Government
- Civil Society
- Private Sector

The History of Decentralisation in Tanzania

1. The Pre-Colonial era (before 1884), tribal and native administrative systems honoured hierarchies.
2. The Pre-Independence (colonial era 1884 - 1961), local government system set up by the German ruler based on Akidas, Jumbes and District Commissioners
3. Post-Independence (After 1961), which linked decentralization with Ujamaa policy of Socialism and self-reliance, where means of production handed over to citizens.

Decentralization by delegation: The central governments transfer responsibility for decision-making and administration of public functions to semi-autonomous organizations not wholly controlled by central government, but ultimately accountable to it.

Decentralisation by De-concentration: De-concentration refers to shift of mere responsibilities from central government in the capital city to regions or districts, or it can create strong field administration or local administrative capacity under the supervision of central government ministries.

Decentralisation by Devolution: Devolution is a more comprehensive type of decentralisation. When governments devolve functions, they transfer authority for decision-making, finance, and management to quasi-autonomous units of local government with corporate status.



Sub-Theme

The fight against malnutrition- strengthening social protection/food security systems and creating healthy lifestyles.

The celebration of the 2022 APSD was held at Tzaneen in Limpopo Province. Limpopo province is the agricultural hub of the country, and hence the choice of the venue. The format of the celebration was hybrid. Over 150 delegates attended the celebration which included the public servants at various levels, traditional leadership, farmers, NGOs, and members of the media.

5.12 23 June APSD Keynote Address

The Deputy Minister for Public Service and Administration led the celebrations of the 2023 APSD.

As far back as 2011 the National Planning Commission published the NDP Diagnostic Report that found the need to rebuild the South African State into a Capable and Developmental State that responds to the needs of expectations of citizens.

The NDP further describes a capable and developmental State as one that has the capacity to formulate and implement policies that serve the national interest and focused on overcoming the root causes of poverty and inequality. It further finds a citizen-centric Public Service as the hallmark of a capable State.

To give substantive meaning to the NDP's conception of a capable and developmental State, all of us – Public Servants, businesses, academia, civil society and elected political representatives – must put shoulder to the wheel. There is a need to respond to the development and service delivery needs and expectations of the citizenry and develop the human capital of our people without regard to race, gender or geographic location.

There is a need to hasten the implementation of legislation and policies that promotes the well-being and growth of our citizens and of the continent, and to build multi-stakeholder partnerships that build on our individual strengths. And we must make every effort to put our citizens at the centre of these partnerships aimed at sustainable public service delivery. These sorts of collaborate actions, once implemented, will contribute significantly towards restoring PUBLIC TRUST in State institutions and the mechanisms that are in place to combat corruption and end perceptions of nepotism in the appointment of Public Servants.

South Africa is a multi-cultural society that promotes interaction among people of divergent backgrounds and nationalities. Our national coat of arms – the highest visual symbol of the State – affirms this diversity with the motto: **!ke e: /xarra //ke**, written in the language of the /Xam people. This motto, which literally means: DIVERSE PEOPLE UNITE, should be a constant reminder of our unique diversity; and how proud we should be of this uniqueness.

The Deputy Minister requested the delegates to embrace and celebrate our unique diversity as you use the platforms supported during this year's Africa Public Service Day to deliberate on ideas and practices of how to build a capable and development-orientated State bolstered by citizen trust in government and an upswing in human capital development.

5.13 State of Food Security -Department of Agriculture

Dr Jemina Moeng from the Department of Agriculture, Land Reform and Rural Development shared about the State of Food Security -Department of Agriculture.

South Africa continues to meet food requirements at national level, with a combination of domestic food production and imports. However, RSA households are battling with challenges e.g., unemployment, food prices, unstable household food production, loss of income etc. These are exacerbated by several hazards and shocks such as COVID 19, unrests, Russia-Ukraine war etc.

These challenges have caused a massive and rapid shock on the economy, exacerbating the already existing food insecurity challenges. The rapid assessment that was conducted by DALRRD in collaboration with the FAO in 2020 revealed that the pandemic had affected the entire food system domestically and globally, laying bare its fragility.

This included disruptions in farming operations, local markets especially for smallholder farmers, food import and export flows, and temporary increased demand and shortage of certain food products, especially during the hard lockdown.

Food availability

- According to the CEC, December 2021, the final commercial maize crop was set at 16,2 million tons, which was 6,1% more than the 15,3 million tons of the previous season (2020). This was the second largest expected maize crop ever produced in the RSA.
- South Africa had started making significant progress towards reducing the number of people with food inadequacy challenges from 14.6 million in 2015 to 11.4 million in 2019.
- However, the impact of COVID-19 turned a toll and increase the number of people with food access problems to 13.6 million in 2020 from. About 2.2 million with food access problems have been added during the COVID 19 period

The National Food and Nutrition Security Plan 2018 - 2023

- The progress to date in implementing the NFNSP includes using modest existing resources, government departments have continued to implement 6 Strategic Objectives of the National Food and Nutrition Security Plan.
- The HSRC continues with conducting a study on reviewing and analyzing possible additional sources for funding the implementation of the National Food and Nutrition Security Plan (NFNSP) 2018-2023.

5.14 National School Nutrition Program (NSNP)

Ms. Neo Sediti from the Department of Basic Education presented the role of the department in fighting malnutrition. The NSNP Program was introduced by the South African Government in 1994 to address the health and nutritional status of primary school learners managed by the Department of Health until 2004, and it was transferred to the DoE targeting all learners in primary schools. Extension to secondary school learners, introduced in 2008.

- The NSNP Program provides daily nutritious meals to over 9 million learners in 21 000 schools.

5.15 School food gardens

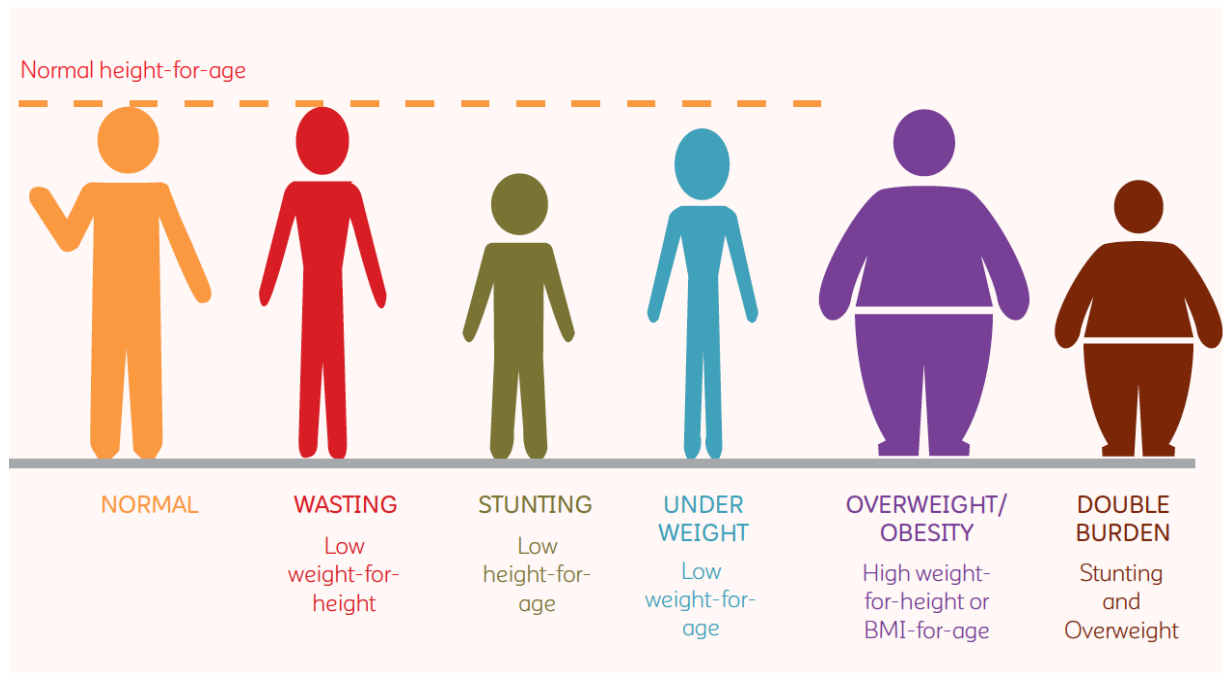
Ms. Phuti Ragophala, the retired school principal from Pula Madibogo Primary School shared the impact of school food gardens on nutrition:

- Unemployed parents render service and in turn get stipend monthly.
- Put food on their tables at home.
- It created learners learning opportunity to path their careers.
- Learners get farming skills.
- Controlling of littering: its more on 4R's (Re-cycle, Re-use, Reduce and Reclaim)
- Ownership of school by parents and learners
- Unemployed youth deliver cow dung manure and get stipend to support themselves in educational needs.
- Lessened climate global change and added Cleaner and more aromatic atmosphere in the schoolyard.

5.16 Understanding the impact of undernutrition on the cognitive and physical development of children, non-communicable diseases, and morbidity

Ms. Ann Behr from the National Department of Health presented on the impact of undernutrition on the cognitive and physical development of children, non-communicable diseases, and morbidity.

Types of malnutrition



Consequences of undernutrition are the following: Short to medium term consequences of undernutrition, impaired brain development and lower IQ, undernutrition in utero leads to low birth weight babies, lost productivity and increased healthcare costs, weakened immune system leading to increased risk of infectious diseases, most deaths from acute malnutrition are linked to infections such as diarrhea, pneumonia, tuberculosis, and HIV/AIDS, and Risk of diabetes, cancer, stroke, hypertension and other noncommunicable diseases.

Long term consequences of malnutrition include shorter adult height linked to childhood stunting, stunting lead to overweight or obese adults, lower economic productivity and earning ability, lower overall IQ and cognitive ability and metabolic and cardiovascular diseases.

6. National/Provincial APSD Activities

Province	Activities
Western Cape Province	<ul style="list-style-type: none"> • A total number of 54 APSD build-up activities were held at the Western Cape Province. The activities were held throughout the month of June aimed at creating awareness about the different services offered. • A total of 7046 were reached through the different campaigns of the Provincial Departments.
Eastern Cape Province	<ul style="list-style-type: none"> • The provincial APSD was a week-long celebration from 20 – 24 June 2022. All departments were requested to submit the activities that they would be undertaking through the offices of the HOD's. These were received from DOH, DRDAR, DCS, DSD, DEDEA, OTP, DSRAC and Provincial Treasury. • The key message communicated by the guest speaker, Professor Mushunje, was that of coming up with creative and innovative ideas to ensure sustainable solutions to farming practices. He shared best practice case studies of pilot agricultural projects. • undertaken in other provinces which can be replicated in our province to enhance food security.
Mpumalanga Province	Department of Education <ul style="list-style-type: none"> • 924 015 learners are receiving help from the NSNP on all school days. • 5287 volunteer food handlers (VFH) who are parents or guardians of learners in their respective schools have been contracted by School Governing Bodies to prepare and serve cooked meals.

Province	Activities
	<ul style="list-style-type: none"> • R1 670 is a stipend (honoraria) that has been gazette and is payable to all VFH. • Contributions towards UIF, amounting to R2 119 029 per annum for both the school and the VFH.
	<p>Department of Agriculture, Rural Development & Land Affairs (DARDLEA)</p> <ul style="list-style-type: none"> ▪ 17 Agricultural projects are implemented within the Dipaleseng local municipality to benefit local farmers. To mention but a few, the following farming projects were presented as operational: <p>Mtshali Nguni Cattle farming</p> <p>A close-cooperation company acquired 595 hector land through PLAS in 2012 at Greylingstad in Dipaleseng municipality. The smallholder producer was supported with Nguni cattle in 2014/15, 5 ha dry beans production inputs in 2019/20. Currently the project has 50 cows, 2 bulls,23 calves, it produces 25 ha Maize, 45 ha Soyabean and 25 ha Fodder (200 Bales). The main objective of the project is to contribute to food security, reduction of poverty and provision of jobs.</p> <p>Mpembe Mixed farming</p> <p>The project is situated in Balfour, Dipaleseng municipality, with 793 ha in 2009. The project received 20 cows (2016) and they market through auction. Currently it produces 57 hector Maize,145 Ha Soyabeans, 49 ha planted pasture and 28 ha sugar beans. The project requires a rural abattoir to market their pigs as bacon/meat.</p> <p>Masiziba Farming</p> <p>It is a goat project situated in Balfour Dipaleseng Local Municipality, the project is owned by a female youth, and she</p>

Province	Activities
	<p>expanded into vegetables. The young farmer received 25 goats in 2020 and her project is doing very well, as currently has 148 goats. Currently her vegetable project is on a 0,5 ha and she markets her produce to SPAR and the local informal market. The young entrepreneur has a lot of demand for her vegetables, and she requires more land for her vegetable garden.</p>

PART B: INTEGRATED PUBLIC SERVICE MONTH



7. 2022 IPSM Key Focus Area

The activities of the 2022 IPSM were structured around the following focus areas:

- Celebrating the 25th Anniversary of the South African Constitution.
- Celebrating the 25th Anniversary of Batho Pele.
- A new intensity against corruption and the implementation of new anti-corruption practices in the public service and to address the immediate concern about the safety of whistle-blowers.
- Building the capability of the State through Public Service professionalization and the development of effective systems.
- Transformation, reform, and innovations to improve the effectiveness and efficiency of service delivery through frontline service delivery monitoring.
- Instilling ethical conduct on how public servants do their work; and
- Recommitting public servants to the philosophy of Batho Pele through the Revised Batho Pele Revitalization Strategy.

5. Coordination of the 2022 IPSM

The DPSA handles the coordination of the IPSM. It undertook an extensive consultative process with national and provincial government stakeholders to develop the month-long integrated PSM program.

These consultations were held with departments through their respective Batho Pele Coordinators to ensure the complete integration of all key national and provincial events hosted during the month of September.

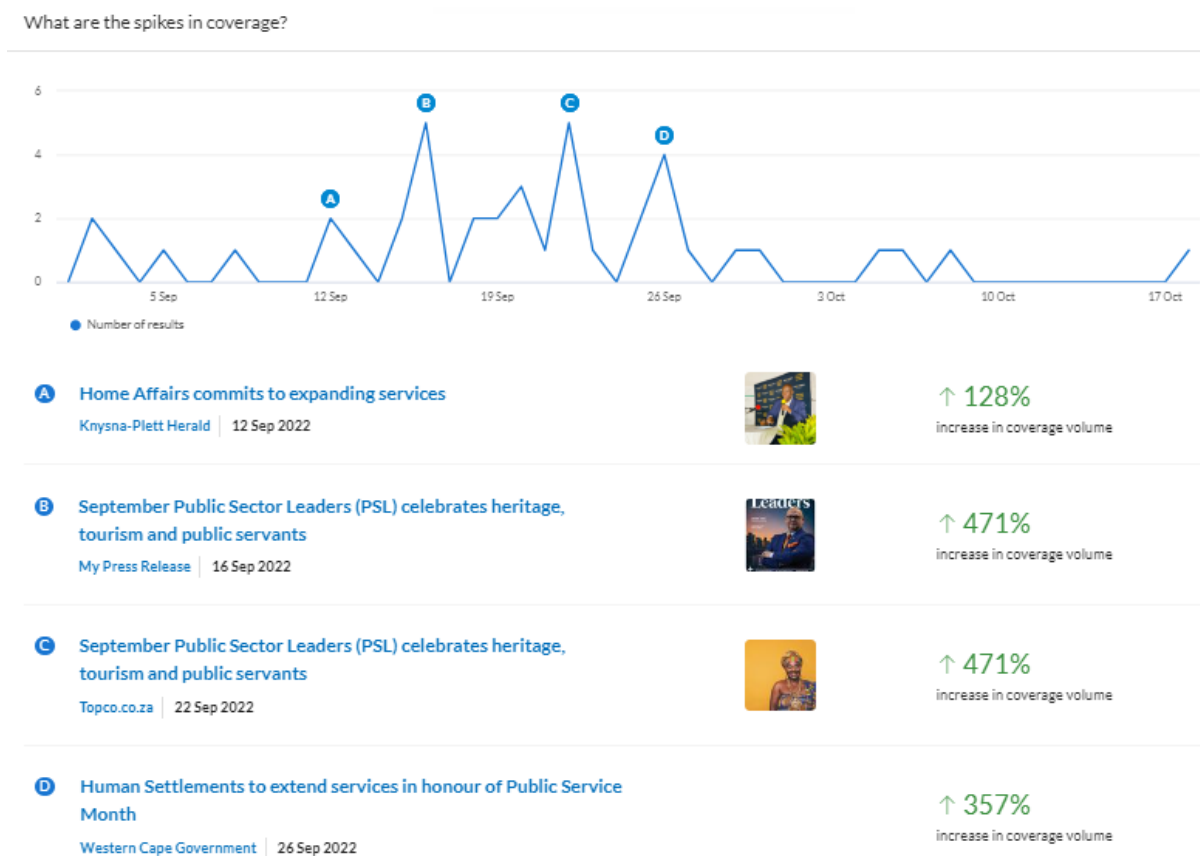
The following national and provincial events were integrated into the final 2022 PSM program:

Department of Sports, Arts and Culture	Heritage Month
South African Police Service	Police Safety Month
Department of Tourism	Tourism Month
Department of Forestry, Fisheries, and the Environment	National Arbor Week and Month
Department of Cooperative Governance and Traditional Affairs	Local Government Week
Government Communications and Information Centre	Thusong Service Week
Offices of the Premiers	Provincial events were aligned with the national PSM concept note and implementation plan.

6. Communication and Media Analysis

The GCIS developed an IPSM Communication Strategy in partnership with DPSA to support and promote the implementation of the 2022 integrated IPSM program. The strategy found and utilized social media as a key method of interacting with participants before, during and after PSM events.

The following demonstrate the extend to which media was used to communicate the IPSM:



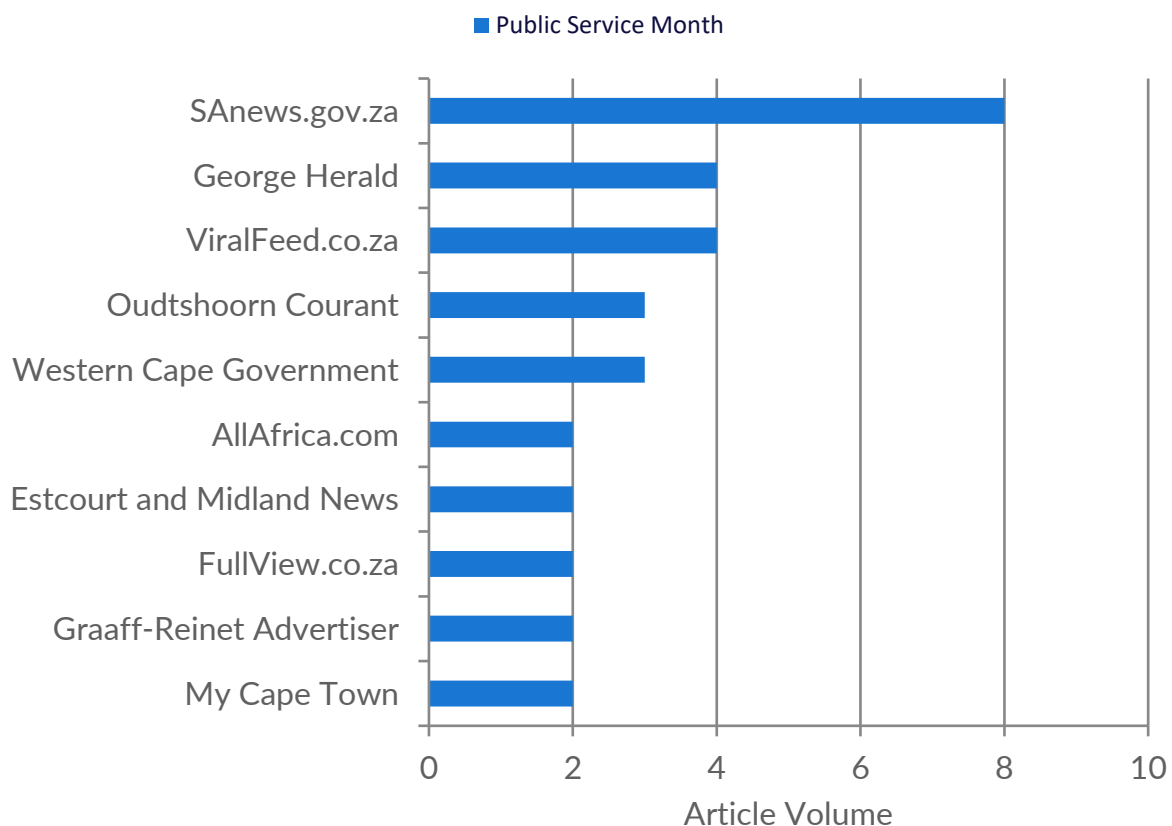
The IPSM generated positive sentiments in the media discourse:



The 2022 IPSM Communication Strategy generated included SABC squeeze backs and count down news clocks, radio & TV interviews as well as key messaging.

Media Coverage by Source

Although the IPSM was covered by different media instruments, the following graph shows that more communication took place in the Western Cape Province as compared to other provinces:



There was extensive coverage of the IPSM that included wider radio and TV interviews. These interviews were used to provide clarity about the work of government in line with the subject matter.

Media	Subject	Date	Departmental Representative
Capricorn FM	Launch of Public Service Month	01/09/22	Mr. Marcel Wilson
Radio Turf	Launch of Public Service Month	02/09/22	Mr W Vukela
SABC 404	Launch of Public Service Month	02/09/22	Mr W Vukela
Newzroom Afrika 405	Launch of Public Service Month	02/09/22	Ms. Yoliswa Makhasi
Radio Turf	Launch of the Batho Pele Revitalization Strategy	16/09/22	Mr. Emmanuel Kgomo
Radio Turf	Ethics Week	19/09/22	Ms. Pleasure Matshego
Newzroom Afrika 405	Public servants moonlighting as municipal councilors	03/09/22	Dr Salomon Hoogenraad-Vermaak
ENCA	SMS who does not meet requirements to be in their positions	05/09/22	Mr. Nyiko Mabunda
Capricorn FM	Ethics Week in the public service	19/09/22	Dr Salomon Hoogenraad-Vermaak
Motsweding FM	Public Service Month and service delivery	12/09/22	Mr. Emmanuel Kgomo
Jozi FM	Ethics Week in the public service	20/09/22	Dr Salomon Hoogenraad-Vermaak
Newzroom Afrika 405	Local government Ethics debate	20/09/22	Dr Salomon Hoogenraad-Vermaak

7. National IPSM Program

7.1 Launch of the 2022 IPSM

The Department of Public Service and Administration launched the Annual Integrated Public Service Month on Thursday, 1 September 2022 at Freedom Park Heritage Site and Museum, Pretoria. The launch was attended by the Acting Minister T W Nxesi, Deputy Minister Chana Pilane-Majake, DPSA Director-General, Ms. Yoliswa Makhasi and Public Service Commission Chairperson, Dr Somadoda Fikeni.

In outlining the purpose of the IPSM launch, Deputy Minister Pilane-Majake indicated that the launch of the integrated Public Service Month not only reflects the constitutional values and principles that public servants carry on their shoulders, but it also reflects our continued commitment to the spirit of Batho Pele.



In his keynote address, Minister Nxesi indicated that the integrated approach to Public Service Month is important as it enables the ethos of Batho Pele to permeate through our country's entire public administration system as public servants walk the talk of responding to the needs of the citizens and recommit to belong, to care and serve the people.



Acting Minister for the Department of Public Service and Administration, Mr Thulas Nxesi delivering keynote address during the IPSM launch

Minister Nxesi called on Public Servants to defend against the scourge of corruption that is eroding the democratic values and the dream of being a capable, ethical, and developmental state. The Minister indicated that as the government, we have introduced the National Anti-Corruption Strategy as a necessary response to the rampant corruption. To win this war against corruption we must speak out, we must walk the talk as we fight corruption and build a capable, ethical, and developmental state that puts people and their needs at the center of our work.

DDG Mamejja represented the DoJ &CD and highlighted that South Africa's Constitution is one of the most internationally acclaimed constitutions in the world. It is widely acknowledged not only as one of the most progressive constitutions, but also as a *transformative constitution* with its primary concern being to facilitate change in political, economic, and social relations in South Africa.

Since 1996, the Constitution has been amended 17 times, and is currently in the process of being amended for the 18th time to include sign language as an official language. Constitutional amendment is an important democratic process that allows generations of citizens to participate in law-making and have a say in how they are governed. Amendments are an indication of a vibrant democracy, allowing citizens an opportunity to have a say in how they are governed, providing a mechanism for each generation of citizens to consent to their Constitution's edicts.

The DDG encouraged the public servants to renew their commitment to the principles and values that are enshrined in the Constitution, and to defend our constitutional democracy.

The Director-General of the DPSA, Ms. Yoliswa Makhasi, together with the public servants in attendance read the Public Service Charter. The Charter is a social contract, commitment, and agreement between the state and public servants.

7.2 Deployment of Directors-General/Heads of Departments to the coalface

The Public Service Monitoring and Evaluation Week took place in all District Municipalities in conjunction with the District Municipality/Hub. The DPME facilitated the deployment of DGs to the coalface. The deployment focused on strengthening of service delivery to focus on the accounting officers deployed to the coal face of service delivery and engage with public servants and service recipients in finding service delivery challenges and blockages.

The DDM Road Map was used in the identification and resolutions of burning issues. The one plan was used to contextualize the district and that the DDM structures be utilized to facilitate the PSM initiatives.

In line with the Cabinet's call for all members of the Senior Management Service to visit the coalface of service delivery and participate in activities to find solutions to service delivery challenges at key government sites. The Director-General of the Department of Public Service and Administration, Ms. Yoliswa Makhasi embarked on a two-day Khaedu district deployment from 8-9 September 2022 to assess service delivery in Capricorn District Municipality Polokwane, Limpopo Province.



Director-General of the DPSA, Ms Yoliswa Makhasi interacting with the member of the public at Mankweng Magistrate Court



The first day of the Khaedu working visit primarily comprised of the infrastructure assessment at Lebowakgomo Reclamation Plant or Sewer Works as well as unannounced visit to Home Affairs offices in Polokwane.

The second day of the visit was characterized by multilateral engagements with targeted stakeholders such as the members of the executive from provincial and local government as well as the strategic stakeholders including the district head of Justice and Constitutional Development and Department of Health on issues pertaining to service delivery.

During the engagements in Mankweng Training Hall, Human Resource matters of Mankweng magistrate courts and Office of the Master of High Court as well as

infrastructure challenges such as inadequate facility maintenance from Department of Public Works and Infrastructure were amongst issues thoroughly discussed to improve service delivery in the province.

The visit was concluded by engagements with the Department of Health in Mankweng Tertiary Hospital where areas such as discipline management, organizational structure, employment equity, recruitment, transformation policies, and infrastructure challenges and service delivery bottlenecks.

7.3 Batho Pele Indaba

The Cabinet has approved the second Batho Pele Revitalization Strategy in April 2022, the strategy seeks to focus on strengthening the effectiveness of the 'Batho Pele policy' in improving the effectiveness in delivery of public services that meet the basic needs of all South African citizens, thereby graduate from being a strategy into an act to reengineer the public service to build a capable and developmental state that is able to meet the challenge of improving the delivery of public services in an accessible and decent manner.

The 2022 IPSM will therefore serve to launch the BP Revitalization Strategy of 2022 and engage government departments in the draft implementation plan to outline the requisite action.

The Deputy Minister for the Public Service and Administration, Dr Chana Pilane-Majake led the unveiling of the revised Batho Pele strategy to transform public service during the Batho Pele Indaba that was held on Friday, 16 September 2022 at Menlyn, Pretoria.

The launch was also attended by the Executive Chancellor of the City of Tshwane, Mr. Randal Williams, and Director-General of the DPSA, Ms. Yoliswa Makhasi, as well as the DDG in the Branch: Service Delivery within the DPSA, Mr. Willie Vukela.

In response to the findings of Public Service Commission for monitoring the level of compliance by public institution to Batho Pele policy. The DPSA took the lead in developing

the Batho Pele Revitalization strategy to ensure the overall effectiveness of the Batho Pele principles towards improved service delivery.

Keynote Address (BP Indaba)

The Deputy Minister Pilane-Majake indicated that the Batho Pele Indaba is focused on evaluating progress made in transforming the public service, taking stock of the challenges experienced and charting the way forward as the government endeavour to strengthen the Batho Pele principles towards improvement of the lives of the people of South Africa.

The Batho Pele Revitalization strategy looks to re-affirm the significance of Batho Pele in transforming public service for maximum benefit for citizens in line with their constitutional rights to be treated with dignity, courtesy and provided quality service.

The Deputy Minister Pilane-Majake echoed that the revised Batho Pele Revitalization Strategy of 2022 is a re-designed implementation mechanism for Batho Pele Policy. The strategy is underpinned by five inter-connected pillars, namely:

- Building the capacity of the state and learning from past and current Batho Pele implementation practices.
- Developing Batho Pele standards and communication approaches in consultation with diverse stakeholders.
- Fostering Compliance through proper monitoring of compliance tools.
- Reinforcement of Batho Pele standards
- Redress for citizens as government's constitutional obligations

The Deputy Minister indicated that as government, we continue to believe that by acting in partnership with the people of South Africa there will be greater awareness of the Batho Pele principles, increased compliance with the constitutional values of public accountability and transparency, innovative public service delivery and other good practices initiatives and improved service delivery.

Lessons Learnt from the Implementation of NDP 2030

The NDP Review completed by the NPC identified progress made to date, challenges for implementation and made recommendations for course correction. There is lack of implementation on several decisions made over time, such as capacity and organization of the state, ensuring a professional public service, institutional building and dealing with interface issues between the political and administrative heads in the state.

Although the country can still become and aspires to be a developmental state, it has drifted away from some elements envisaged, and efforts to build institutions, but socio-economic development has declined in the past years, even before the outbreak of the Covid-19 pandemic. Other missing critical attributes include weakening of the state, SOE's that have not achieved their developmental mandate and corruption, and the capacity to implement; and society and all remains to be rallied behind the national plan.

Of critical importance is that the NDP still has 10 years to be implemented and therefore this gives the country a chance to move into a decade of implementation. Learning from the challenges of implementation and decisively putting into place the recommended action, A **CALL TO ACTION IN THE NEXT DECADE**.

7.4 Walkie talkie

The Department of Public Service and Administration together with the Mpumalanga Provincial government closed off the Integrated Public Service Month with inaugural Walkie Talkie Program on Friday, 30 September 2022, in Mbombela, Mpumalanga Province. The closing day of the public service month comes after the humongous IPSM program that started at the end of August.

The program was graced by the attendance of the Director-General of the DPSA, Ms. Yoliswa Makhasi, and the Principal Officer of the Government Employees Medical Scheme, Dr Stanley Moloabi, as well as the executives of the Mpumalanga provincial government.

Speaking after completing her 5km walk, Ms. Yoliswa Makhasi indicated that the idea behind this Batho Pele Walkie Talkie is simple that is to contribute to the wellness of the Public Servants and take advantage of the fact that September is Public Service Month as well as build on the messages of Batho Pele.

Ms. Yoliswa Makhasi took the public servants through the pledge of Members of the Public Administration of South Africa. The DG indicated that the idea behind the pledge was to remind the public servants that theirs is to serve the people of this country.

The program did not only end with the Walkie Talkie program but continued to Cyril Clarke Secondary School in Nelspruit- where trees were planted in the school and donations handed over to disadvantaged learners.



8. National/Provincial Departments IP SM Activities

Department/ Province	Activities
National Treasury	<p>On 23 October 2022 - South African Retail Bonds Awareness Campaign - To make citizen aware of SA retail bonds by informing them that all individuals who are citizens or permanent residents of the Republic of South Africa and is in possession of a valid South African identity number, and whom have a bank account with any financial institutions in the Republic, are eligible to purchase RSA Retail Savings Bonds.</p> <p>On 09 August to 04 September Hosted Smart Money week under the theme “Build your future be smart about money”- The aim was to create awareness and educate South Africans about their financial</p>

Department/ Province	Activities
	<p>well-being. During this financial literacy campaign 102 institutions participated. These institutions in turn reached out to thousands of consumers with multiple financial education messages. The participants covered topics such as financial management, debt management, buying a car, homeownership, risk management, insurance, saving, payment systems (Debi-check), drawing up wills, unclaimed pension benefits, and legacy building.</p> <p>On 30 August 200 to 01 September 2022 Hosted winter school in partnership with GTAC under the theme “Reviving public infrastructure investment for community development”- The purpose of the winter school was to enable delegates to understand the complexities of delivering services, such water and electricity, to households. Indicating that while municipalities are at the coalface of delivering these services, policies and regulations are formulated at a national level. This complexity was analyzed for the duration of three days.</p>
Human Settlements	<p>The departmental officials (Batho Pele Unit as well as the Call Center Unit) attended the launch of the Batho Pele Service Month that took place on 01 September 2022. Furthermore, the staff members (Batho Pele Unit as well as Human Resource Administration) also attended the Batho Pele Indaba held in Pretoria on 16 September 2022. An awareness raising session was conducted on the 22 and 29 September 2022 to the Call Center staff members and the presentation on Batho Pele Change Management Engagement Program was done.</p>
Western Cape Province	<p>The Western Cape Provincial Departments conducted awareness campaigns on the services that they officer. DSD created a Program Booklet with detailed information regarding the process to follow writ a specific program i.e., GBV, Substance Abuse requirements from</p>

Department/ Province	Activities
	<p>the official and the client and the processes that are followed within that specific program. The purpose of the Program Booklet is for community members to be more informed about how to access services and what processes are to be followed.</p>
Free State Province	<p>The Free-State Province launched their 2022 IPSM on 01 September 2022. The launch was followed by the Khaedu deployment program.</p> <p>The Department of Health facilities were identified as a deployment site where Senior Managers observed and reported on three (3) areas being Hospitals i.e. Forensic Mortuaries and Laundries at Pelonomi Tertiary hospital, Universitas Academy hospital and National District hospital in Mangaung Metro Bloemfontein Khaedu deployments program of SMS was for the during the period of the 14-16 September 2022. The SMS teams included Office of the Premier, Treasury and Public Works & Infrastructure. Teams were led by coordinators who were assisting SMS with their responsibilities during deployment period. The teams produced a deployment report of their assessment's areas in line with the toolkit provided by the Department of Health.</p>
Mpumalanga Province	<p>Successfully deployed MMS & SMS to the following coalface service delivery Traffic Test centers: Nkangala District on 12-16 September 2022; Ermelo – Gert Sibande District on 19 - 23 September 2022 & Ehlanzeni District on 26 – 30 September 2022.</p> <p>The DPSA in collaboration with the Office of the Premier successfully hosted the Integrated National –Inaugural Batho Pele Walkie-Talkie & Provincial Sports Day at the University of Mpumalanga on 31 September 2022.</p>

PART C: LEASSON LEARNT AND RECOMMENDATIONS

Department/ Province	Activities
	<p>The Integrated National –Inaugural Batho Pele Walkie-Talkie & Provincial Sports Day was a great success where the DDG Institutional Development outlined the purpose of the BPWT, and the Director-General (DPSA) addressed event and pledged Public Servants to recommit in serving the citizens of South Africa with respect.</p> <p>Furthermore, the Cyril Clark Secondary School in Emathafini was visited by the DG’s delegation where trees were planted and donations for learners were handed to the school principal. A commitment was also made to plant a garden for Agricultural food production within the school premises.</p>

FINAL THOUGHTS



9. KEY LESSONS LEARNED

- PSM brings Government closer to the people – the targeted approach of PSM ensures maximum visibility and access to public services.

- Leads to improved service delivery – the deployment of senior management to frontline service points results in improved service delivery due to on-the-spot interventions where service blockages are experienced.
- Improves access to services – decisions related to frontline service points are hastened due to the presence of senior management and executive authorities at these points, subsequently resulting in improved service delivery.
- Online Platforms increase accessibility for public servants - The hybrid delivery of the 2022 integrated PSM program increased accessibility for public servant participants whose tools of trade include internet access to a computer.
- Public Servants are eager to be engaged throughout the year -The general feedback from public servants during PSM reflected an appreciation for the fact that their hard work is recognized and celebrated. However, there is a strong sentiment that more opportunities should be created for recognition, learning, and sharing, and showcasing good practices in the Public Service throughout the year and not only during September.

10. RECOMMENDATIONS

Focus Area	Recommendations
PSM media campaigns	<ul style="list-style-type: none"> • The targeted media campaign of IPSM was vibrant and satisfactory. However, more needs to be done to specifically target provincial government and

	<p>municipal officials to take part in national PSM events.</p>
<p>Stakeholder Participation</p>	<ul style="list-style-type: none"> • The low levels of participation by provincial government and municipal officials must be addressed to ensure balanced and meaningful participation of all government employees in the month-long IPSM celebrations. • National Departments need to participate in the Khaedu deployments.
<p>Ethics and Integrity</p>	<ul style="list-style-type: none"> • Shared updates on the progress made in dealing with public servants' ethical conduct, report on ethics surveys, stakeholder engagement and training forums. • Inappropriate leadership and management appointments were mentioned as the main contributor to the service delivery hindrance in the country. • The ethics officer forum should assist on how government can change and improve its contribution to the ethical culture and ethical conduct in the public service
<p>Assessment of Thusong Service Centre and frontline service delivery in the NC</p>	<ul style="list-style-type: none"> • 50% of TSC assessed for functionality and efficacy, finding a challenge on functionality and access to government services (geographic distance) even though the services are provided through mobile platforms. – the arrangements not meeting the access norms in line with the accessibility study of DPSA on TSC's. DPSA is looking at intervening to strengthen engagement with service provision departments.

II. Conclusion

The 2022 IPSM and APSD served as a platform to reflect on the work of the Public Service in line with the values and principles for public administration as enshrined in Section 195 of the Constitution (1996), and the aspirations of the National Development plan 2030.

The 2022 IPSM and APSD platform brought specific areas that require further engagement, and progress on various government interventions. The data shared during the celebration is necessary to inform review of current policies and projects.