



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA



DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION
"An efficient, effective and development oriented public service"

2023 INTEGRATED PUBLIC SERVICE MONTH CONCEPT DOCUMENT

*“BUILDING A PROFESSIONAL PUBLIC SERVICE FOR QUALITY
SERVICE DELIVERY”*

TABLE OF CONTENT

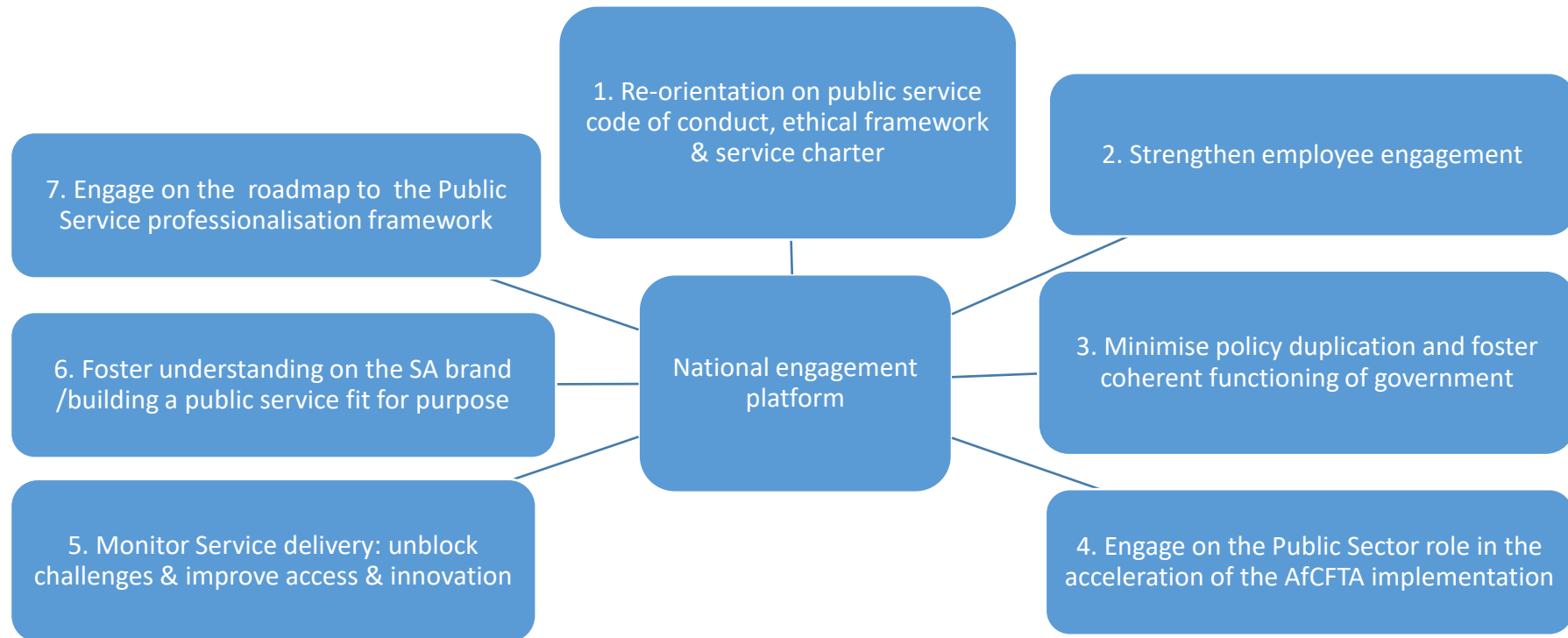
1.	Background	3
2.	Objectives	4
3.	Reflection of the past 3 years	5
4.	The 2023 Context	6
5.	Theme and Rationale	7
6.	Approach	8
7.	Coordination and Collaboration	8
8.	Programme Activities	9
9.	High Level Activities	9
10.	Implementation Plan	10
11.	Governance Structures	11
12.	Communication	11
13.	Conclusion	11

1. BACKGROUND

- 1.1. PSM was initiated in 2005 as Public Service Week; which was introduced as part of efforts to promote a culture of continuous improvement in public service delivery. From 2012, PSW was celebrated as a month-long programme.
- 1.2. The Public Service Month is an instrument and mechanism to implement the White Paper on the Transformation of Public Service Delivery. The activities of the month are focused on improving service delivery, by encouraging public servants to demonstrate their commitment to the social contract of government and honouring their diligence.
- 1.3. On 13 August 2019, the Joint Cabinet Committee directed that all government programs taking place during the month of September must be integrated into a single Integrated Public Service Month (IPSM). This will assist to promote coherence of government efforts to improve the lives of citizens.
- 1.4. Today, IPSM is regarded as an integrated service delivery improvement mechanism and an essential part of government's strategy to revitalize the Batho Pele Policy of 1997 with a specific focus on honouring those public servants who serve the nation across the three spheres of government.
- 1.5. IPSM is a 'Service Delivery Improvement Mechanism' that seeks 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 program is implemented through focusing on putting people first by taking the public service to the people and assessing the public service delivery machinery to support the National Framework towards the Professionalisation of the Public Sector. The IPSM is an entrenched strategic program of government that provides an annual national platform for inter-governmental policy learning & development network.

2. OBJECTIVES

2.1. Objectives of the IPSM are:



3. REFLECTION OF THE PAST THREE YEARS

- 3.1. The IPSM reflection for the past three years has mainly been around building the capacity of the state to deliver. The main attribute was to address the salient challenges affecting service delivery improvement in communities.

2022 Theme:

*Batho Pele Revitalisation –
Walking The Talk*

2021 Theme:

*The Year of Charlotte
Maxeke – building the
capacity of the State*

2020 Theme:

*Growing South Africa together
for an ethical public service*

4. THE 2023 CONTEXT

- 4.1. The 2023 IPSM takes place at a time when government is on the trajectory to recover from the past difficulties presented by amongst others, the Covid-19 pandemic and economic stagnation. It is positioned to focus not only on the role that the public service plays in the economic growth and development agenda, but also the ethos of public servants in creating a government as enabler of a better life for all.

2023 SONA

Determination to overcome even the greatest difficulties-started to recover – debilitating electricity shortage

South Africans want action –solutions and want government to work for them, focus on action that will make meaningful difference , enable real progress and lay foundation for sustained recovery into the future - leaving no one behind

MTSE

Transition to a more functional and integrated government, that is capacitated with professional, responsive, and meritocratic public servants to strengthen relations and efficiency

NDP

Eliminate poverty and reduce inequality by **2030** through uniting South Africans, unleashing the energies of its citizens, growing an inclusive economy, building capabilities, enhancing the capability of the state and leaders working together to solve complex problems. The development of a “capable, ethical and development oriented state”.

5. THEME AND RATIONALE

- 5.1. Based on the African Union theme for 2023 which was celebrated during the Africa Public Service Day (APSD), the focus of the IPSM seeks to amongst others, provide an integration of the Service Delivery Machinery. The IPSM theme is focused on the public service's capacity to create an enabling environment for the implementation and management of the Africa Continental Free Trade Area Agreement as well as the role of economic development in public administration.

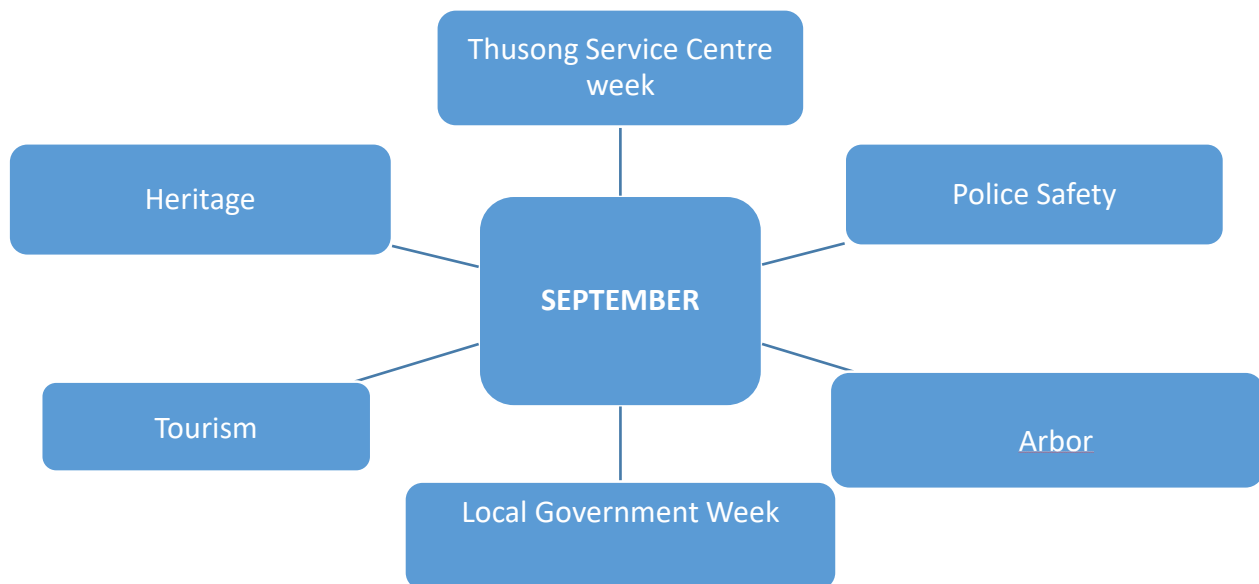
The MTSF deliverables for the Public Service and administration is focused on, amongst others, the Professionalisation of the Public Service. The 2023 IPSM will also respond to create an engagement platform on the professionalisation of the public service.

The 2023 Theme is: ***BUILDING A PROFESSIONAL PUBLIC SERVICE FOR QUALITY SERVICE DELIVERY***

- 5.2. The AfCFTA is the world's largest free trade area bringing together the 55 countries of the African Union (AU) and eight (8) Regional Economic Communities (RECs) to mobilise solutions and solidarity to turn the vision into reality. According to the Minister of DTIC during the opening and the launch of the 2023 Africa Public Service on 19 June in Birchwood, "*The biggest contribution that the Public Sector can make to accelerate the African Continental free Trade Agreement is to fix the dysfunctionalities and problems in the delivery of services...The role of the Public Sector is to build a functioning eco-system in which each of the elements work*"
- 5.4. The IPSM should thus be used as a platform to enable the following:-
- 5.4.1. Public Servants at the forefront of service delivery by participating in community engagement programs/campaigns.
 - 5.4.2. The capacity of the state to deliver on government policy priorities such as AfCFTA;
 - 5.4.3. Advancement of Africa's democratic governance agenda, in which the elements of good governance, service delivery and public administration are emphasised; and
 - 5.4.4. Improved welfare, and better quality of life for all citizenry, and sustainable development.

6. APPROACH

- 6.1 The approach and format of the IPSM will demonstrate “*Government at Work*” and the impact thereof by ensuring alignment, integration and showcasing of public sector initiatives and campaigns taking place during the month of September. These include; Heritage, Tourism months, Thusong Service Centre Week, Sports and Wellness activities, etc. Furthermore, the Public Service Month is a precursor to the National Batho Pele Awards which are being entrenched across the public service.
- 6.2 The IPSM includes the development of a joint calendar of activities/events taking place during the month of September inclusive of the following programs:



5. COORDINATION AND COLLABORATION

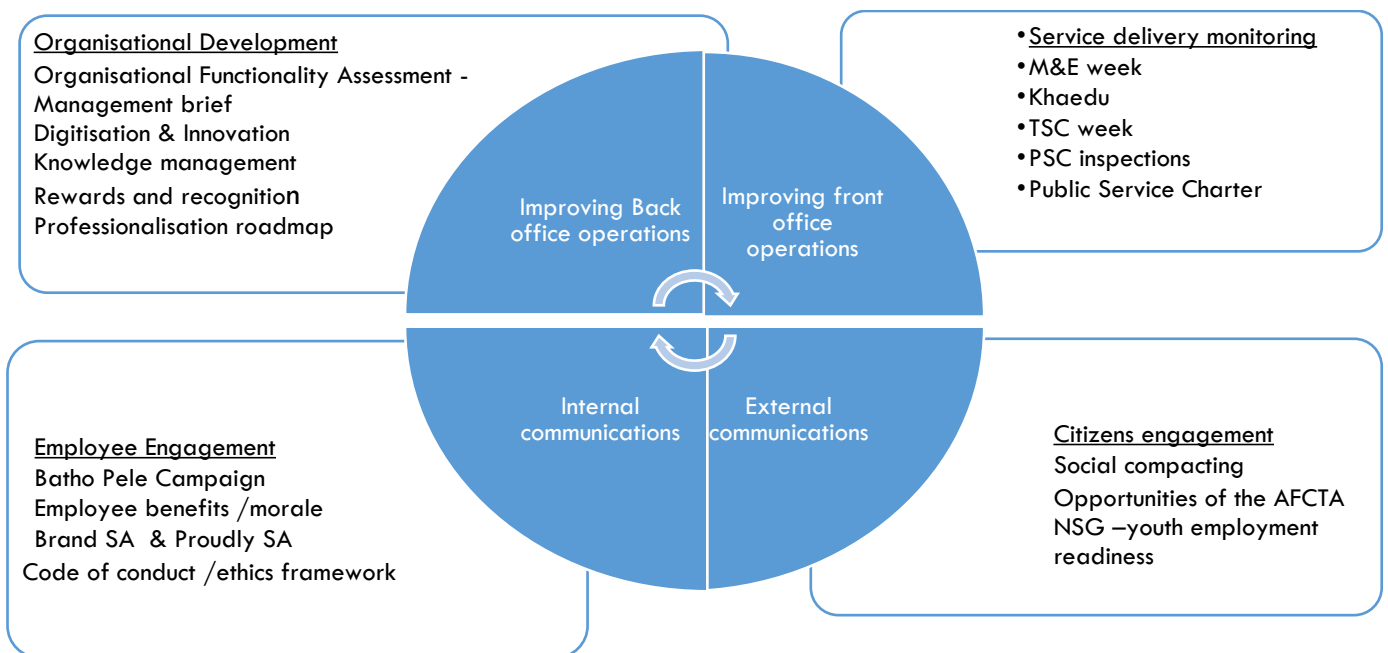
- 5.1. The Integrated IPSM speaks to the integrate all national government programs taking place during the month of September, this includes the following programs by the respective leading departments:
- Heritage Month by Department of Sports, Arts and Culture.
 - Police Safety Month by South African Police Services
 - Arbor Week by The Department of Forestry, Fisheries and the Environment
 - Tourism month by the Department of Tourism

5.2 The annual commemoration of the IPSM focuses on government’s priorities and its programme of action by reflecting on the topical issues affecting the public service administration governance and service delivery efforts.

5.3 The drive is to promote a culture of continuous improvement in public service delivery and by finding ways to secure maximum benefits for citizens in line with their constitutional rights to be treated with dignity, courtesy, and to receive quality and sustainable public services.

7. PROGRAMME SPECIFIC ACTIVITIES

7.1 Amongst others, these are some of the activities,



8. HIGH LEVEL ACTIVITIES'

Activity	Approach
1. Launch of the IPSM: 01 September 2023	The launch of the IPSM– focusing on a service delivery campaign (bringing services to the people)
2. Service delivery monitoring 18-22 Sept	Deployment of DG’s/ HoD’s and Senior Managers to the coal face of service delivery – partnership with frontline service delivery departments/local government
3. Health and Wellness Indaba 27-28 Sept	Policy discussion
4. Closing of the IPSM 29 Sept	The closing of the IPSM –focusing on recommitment to the service charter & BP principles

9. IMPLEMENTATION PLAN- CALENDAR OF EVENTS

September

2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
					Ministerial event: Launch of the IPSM	
3	4	5	6	7	8	9
SAPS Commemoration	Service Delivery Research partnership with FS health	Advancing digital transformation & innovation	PSC: Constitutional values & principles	Back Office support: Management Practices -OFA & Productivity Mngmt	Back Office support: Management Practices - BPM	
Arbor Week						
10	11	12	13	14	15	16
	Employee engagement : Personal Finances: SARS, Retirement funds, Wills	PS Ethics framework & Code of Conduct		Employee engagement: Info session on employee benefits: GEPF,GEMS;GEHS,	Employee engagement : dialogue on the 'Service Delivery Charter'-improving access	
17	18	19	20	21	22	23
Front office service delivery monitoring & improvement: TSC Week ; M&E week; DDM ; Khaedu ; PSC inspections						
24	25	26	27	28	29	30
Heritage day	Heritage Day holiday	Policy discussion: Economic Development & Growth agenda - the acceleration of the AfCFTA	Health & wellness indaba		IPSM Closing Walkie Talkie & Excellence awards	women's golf event
			Tourism day			

10. GOVERNANCE STRUCTURES ASSISTING IMPLEMENTATION.



11. COMMUNICATIONS

The 2023 IPSM is being implemented as a national integrated government programme that recognises all national events taking place during the month of September. GCIS is to leading the coordination of government communication to drive the principle of 'one government one information'. DPSA Communication Strategy has been developed to support and promote the implementation of the programme.

12. CONCLUSION

The implementation of the Integrated Public Service Month programme during the September month remains a key engagement platform for improving government communication. This platform creates opportunities for the public service to enhance public participation endeavours in the development and implementation of government policies and service delivery improvement approaches. The engagements encourage an integrated implementation of programmes and solutions to service delivery challenges.