



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

Inaugural Launch of Managing Change and Public Value Governance Programme with KZN Provincial Administration SMS from 01-02 December 2025

The KwaZulu-Natal (KZN) Provincial Administration marked an important milestone with the **inaugural launch of the *Managing Change and Public Value Governance Programme***, a capacity-building initiative aimed at strengthening strategic leadership within the province's Senior Management Service (SMS). Sixty (60) managers from different departments in the province were in attendance, and it was held at the Leadership and Management Development Provincial Public Service Training Academy, Durban - South Africa on 01-02 December 2025. This empowerment programme brought together experts in governance, public value, and organisational change to equip managers with the knowledge and tools needed to drive service-delivery improvements across government institutions.



The launch served as a platform to introduce public value governance (PVG) as an essential framework for building an accountable, responsive, and citizen-centred public service. The initiative reflects the province's growing commitment to modernising governance practices

and ensuring that public sector leadership is better prepared to address the evolving needs of communities.

A highlight of the programme was the leadership of Dr Patrick Sokhela, who provided an in-depth facilitation on the role of the *Open Government Partnership (OGP)* and the *African Peer Review Mechanism (APRM)* as mechanisms that support and enhance PVG. Dr Sokhela emphasised that both platforms offer valuable opportunities for promoting transparency, accountability, and collaborative governance. By drawing on international best practices and peer-reviewed standards, he explained how KZN can strengthen institutional performance and build public trust. His session encouraged participants to view these mechanisms not merely as compliance tools, but as

strategic avenues for unlocking innovation and improving alignment between government actions and citizen expectations.

Adding an important academic dimension to the programme, Dr Mary Mangai, Senior Lecturer at the University of Pretoria, facilitated a session on the theoretical perspectives of Public Value Governance. She outlined the evolution of governance thinking, from traditional public administration to new public management and, ultimately, to the public value paradigm that is increasingly shaping global governance discourse. Dr Mangai highlighted that PVG places citizens at the centre of decision-making, encouraging governments to co-create solutions with communities rather than delivering services through top-down approaches. Her session helped participants appreciate how PVG provides a useful lens for tackling complex social issues, fostering innovation, and strengthening collaborative partnerships within and outside the state.

The programme also addressed a crucial dimension of leadership: the ability to manage and navigate change within government institutions.

Dr Ramona Baijnath, Director at the Gauteng Department of Infrastructure Development, facilitated a dynamic session on managing organisational change.



She underscored the importance of adaptive leadership in environments that are increasingly unpredictable and resource constrained. Participants were encouraged to recognise change not as a disruption but as an opportunity for institutional renewal. Dr Baijnath provided practical strategies for leading transitions, cultivating resilient teams, and embedding new practices in ways that ensure long-term sustainability. Her insights were particularly relevant as the KZN Provincial Administration continues to introduce reforms aimed at improving efficiency and service delivery.

Reflecting the strategic direction of the province, Ms Sally Reddy, a Training Advisor from the Leadership and Management Development Provincial Public Service Training Academy, emphasised that the KZN Provincial Administration has formally committed to pursuing Public Value Governance as a means to enhance service delivery. She explained that this shift demonstrates the province's intention to strengthen leadership capacity, foster innovation, and redefine the relationship between government and citizens. Through PVG, the provincial administration aims to encourage greater collaboration across departments, improve accountability structures, and ensure that

public resources are directed toward initiatives that generate tangible value for communities.

Ms Reddy highlighted that the introduction of the programme signifies more than just training; it represents a strategic transformation journey. By equipping senior managers with knowledge of PVG and change-management practices, the province is laying the groundwork for a more citizen-focused public service. She noted that this commitment aligns with national priorities for ethical, capable, and developmental state institutions.

The inaugural launch concluded with a clear message: strengthening governance requires continuous learning, strategic leadership, and a willingness to adopt new models of public administration that respond effectively to societal needs. The combined expertise of Dr Sokhela, Dr Mangai, and Dr Baijnath created a rich learning environment that empowered participants to think critically about their roles in driving public value. Their contributions offered a balanced blend of theory, practical experience, and forward-looking perspectives.

As the KZN Provincial Administration SMS continues to engage with the programme, it is expected that participants will champion the principles of Public Value Governance within their departments. This includes promoting transparency, fostering innovation, building stronger community partnerships, and leading change processes that support improved public service delivery.

The launch marks the beginning of a transformative journey for the province one that places public value at the heart of governance and aims to build a more responsive, ethical, and citizen-centred government.