

Editorial

Welcome to the first edition of *Izwi* for the 2011/12 financial year. Who can believe that we have already reached the halfway mark of the year 2011! With that said, as this is a new financial year, we welcome your suggestions and comments on how to make *Izwi* more exciting for you, our readers. You as our readers are in the best position to provide us with such feedback so that we can improve with each edition that is published.

As usual, we bring you up to speed with what has been happening within the organisation. In this edition, we demonstrate that the PSC is truly an organisation that cares for the wellness of its employees. We cover the Wellness Day event that was held in April 2011 and also the Training on Coping, Management and Resilience Skills that was provided to all officials.

In our book review, we touch on two books which are relevant to our organisation. The first is a book co-authored by the famous monitoring and evaluation specialist, Mr Ray Rist, who presented a lecture on this area to officials in the PSC. We also review a book that speaks about best practices in supply chain management.

As many officials are aware, the designer and also one of the contributors for *Izwi* left the organisation a few months ago, now *Izwi* leaves you with a comic cartoon on its hunt for a new designer!

Enjoy, till next time!

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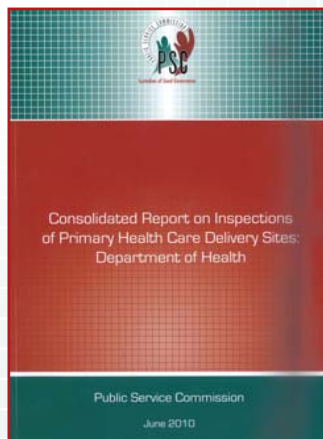
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Jokes

Reports Tabled in Parliament

By: Ben de Villiers

The following reports were recently tabled in Parliament and released:



Consolidated Report on Inspections of Primary Health Care Delivery Sites: Department of Health

Conducting on-site inspections of service delivery institutions is an integral part of the work of the Public Service Commission (PSC). Service delivery inspections serve as a mechanism for reinforcing

accountability in the Public Service. The PSC has since the 2006/07 financial year conducted unannounced and/or announced visits/inspections of service delivery sites. In the 2009/10 financial year, the PSC conducted inspections of primary health care delivery sites in the Departments of Health focusing on selected clinics in all provinces. The inspections sought to assess the adherence of the clinics to the *Batho Pele* framework, and to also determine the availability of health care resources in clinics in order to deliver quality health care services. Inspections were also conducted at selected District Health Offices, provincial and the national Departments of Health to determine if these Offices are implementing and complying with the set norms and standards concerning the *Batho Pele* framework.

Conducting unannounced inspections in the primary health care delivery sites has enabled the PSC to experience the extent of the implementation of the *Batho Pele* framework, in a quest to deliver Public Services in a transformed manner to the citizens of this country. It has further afforded the PSC an opportunity to obtain first hand information about the state of the facilities at the entry level of the health system and the challenges facing

the clinics in the delivery of quality services. The PSC trusts that the findings and recommendations will assist the departments to improve service delivery where it was found lacking.



Evaluation of the Impact of Policy and Procedure on Incapacity Leave and Ill-Health Retirement (PILIR) on Sick Leave Trends in the Public Service

Resulting from the findings of the PSC's reports on the management of leave, a need for a policy to be developed was established in order to reduce

the widespread abuse of sick leave and to improve the poor management of incapacity leave and ill-health retirement in the Public Service. The Department of Public Service and Administration developed the Policy and Procedure on Incapacity Leave and Ill-Health Retirement (PILIR) to assist departments in managing incapacity leave and ill-health retirement. The policy was approved by Cabinet for implementation in 2006.

This assessment was conducted to evaluate the impact of PILIR on sick leave trends in the Public Service. It can be concluded that although there has been a slight decrease of 3.4% on average in the number of days taken after the implementation of PILIR in the sampled departments, many challenges still remain. It should be noted however, that despite this reduction, the sampled departments actually experienced an escalation of costs with regards to incapacity leave taken. Further, it was observed that the paradigm shift in terms of the practice of taking leave on Mondays had not changed even post PILIR.

The PSC trusts that the findings and recommendations of the Report will assist the Department of Public Service and Administration together with other departments in addressing the shortcomings in the implementation of PILIR.



Seventh Consolidated Public Service Monitoring and Evaluation Report: Evaluation Cycle 2009/2010

The Seventh Consolidated Monitoring and Evaluation Report provides an overview of the performance of the 30 departments included in the PSC's 2009/10 evaluation cycle, against the

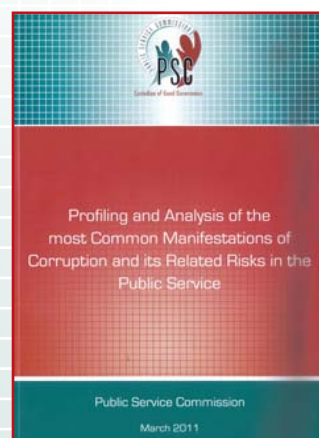
nine Constitutional values and principles (CVPs) set out in section 195 of the Constitution of South Africa. The 30 departments include two national and twenty eight provincial departments. The Report provides a consolidated analysis of the eighteen departments which were assessed for a second time, followed by the overall average performance of all 30 departments per principle by highlighting the strengths and weaknesses, and recommending strategies for improvement.

The overall average performance against the nine CVPs was adequate (55%) of which the performance against principles 4 (71%) and 6 (63%) was good, and principle nine was poor (39%). The performance of the remaining 6 principles was adequate. Only 2 of the 30 departments, namely, the Western Cape Departments of Housing and Provincial Treasury performed excellent (81% and above). The majority of the departments' performance was adequate (between 41% and 60%), whilst 5 departments' performance was poor (below 40%).

It is clear from departments' performance against the nine CVPs that there is a general lack of compliance with the most basic Public Service regulatory frameworks, such as the disciplinary code and procedures for the Public Service, the Public Finance Management Act and Treasury Regulations, the Promotion of Access to Information Act, human resource management practices and representivity.

The PSC identifies the most Common Manifestation of Corruption

By: Ricardo Mahlakanya



On 20 April 2011, the PSC released a Report on Profiling and Analysis of the most Common Manifestations of Corruption and its Related Risks in the Public Service. The Report which received substantial media coverage was aimed at raising awareness on the common manifestations of corruption and to determine high risk

corruption areas and to propose solutions to manage them.

The PSC found that the common forms in which corruption manifests itself are fraud and bribery (1 511), mismanagement of Government funds (870), procurement irregularities (720) and appointment irregularities (627). The Report notes that South Africa has responded actively to the fight against corruption.

The assessment of the PSC on the most common manifestations of corruption and its related risks in the Public Service points to the fact that more could be done in prevention, detection and investigation of corruption if strategies, structures and anti-corruption capabilities are well co-ordinated. The improvement of investigative capacity inevitably means that government must commit as much resources as possible to address capacity constraints in relation to the investigation of cases of alleged corruption. Improving investigative capacity would result in a higher rate of feedback and, therefore, enhance government's resolve to combat and prevent corruption.

Limpopo Regional Office bids Farewell to its Intern

By: Martin Chale

The contract of the intern in the Limpopo Regional Office, Mr Justice Shokane, came to an end on 31 March 2011. As an indication of our appreciation for being part of the PSC family, *albeit* briefly, the Regional Office held a morning tea farewell for him on 28 March 2011.

As we have parted with him, we take comfort in knowing that he not only assimilated key knowledge about the PSC's work, but also that he has left an indelible mark in us as a Regional Office in Limpopo, especially given his warm demeanour towards the team. His commitment in the tasks assigned to him also motivated other staff members to raise their efforts to carry the PSC flag. The Regional Office wishes him all the best in his future endeavours.



The PSC Assists Employees with Stress and Resilience Management

By: Ricardo Mahlakanya

Studies have shown that in most instances, employees are finding it harder than ever to cope with challenges in their job. Recognising the importance of managing stress and in its endeavour to contribute towards a stress free work environment, the PSC hosted a training programme on Coping, Management and Resilience Skills for its employees at Head Office and Regional Offices.

The training, which took place during the month of May, was aimed at educating employees about the nature and effects of stress and also coaching them on coping skills. The training was facilitated by the Independent Counselling and Advisory Services (ICAS).

Some of the participants interviewed by *Izwi* said that the training was an eye opener and that it will assist them in managing stress at home as well as the workplace.



MPSA Delivers Budget Vote Speech

By: Thembi Nkuna



The Minister for Public Service and Administration, Mr Richard Baloyi delivered his Budget Vote Speech on 26 May 2011 in Parliament. The theme for this year's speech was "*An efficient, effective and development-oriented Public Service, and an empowered, fair and inclusive citizenship*" which focuses on working on the

realisation of one of the twelve outcomes in government's outcomes-based performance approach.

During his speech, the Minister mentioned that the PSC will continue to conduct public service administration investigations, annual assessment of citizen satisfaction with government services and conduct compliance investigations on performance review. The Minister also affirmed government's commitment to the fight against corruption. In this regard, he pointed out that his departments' anti-corruption unit has started conducting investigations in the Public Service. In addition, the State of the Public Service Report remains a valuable source of reference by the Executive Authority as evidenced by the referral to the Report during the Minister's speech.

The PSC together with the institutions falling under the portfolio of the Minister exhibited their work during this event.

News in Brief

- The Deputy Chairperson alongside Commissioners Nkosi and Mthembu held a meeting with the newly appointed Director of the Office of the Institutions Supporting Democracy in the Speakers Office, Advocate N Cetywayo, on 24 March 2011 at Commission House. The purpose of the meeting was to strengthen the relations between the two offices.
- The DG made a presentation on the importance of government's anti-corruption efforts during the launch of the Presidency's Anti-Fraud and Anti-Corruption Campaign on 29 March 2011 at the Union Buildings. The campaign seeks to, amongst others, create awareness to the Presidency officials on government's efforts to fight the scourge of fraud and corruption and the role they should play themselves. At the launch, the DG also joined staff in the Presidency in signing an Integrity Pledge.

- On 30 March 2011, the Deputy Chairperson and the DG participated at the Portfolio Committee on Public Service and Administration's briefing on the implementation of the Millennium Development Goals.
- Commissioner Marais-Martin alongside the Deputy Director-General: Integrity and Anti-Corruption as well as the Director: PSC Support made a presentation on the Appropriation Bill to the Standing Committee on Appropriations on 13 April 2011 in Parliament. The PSC's presentation focused on a sample of key departments aligned to the five priorities of government, whereby an analysis was done on the achievements of service delivery outputs as well as key indicators in the area of financial management, human resource management, integrity and anti-corruption.
- On 14 April 2011, the Deputy Chairperson led a delegation that presented the PSC's Strategic Plan for the Fiscal Years 2011/12 – 2015/16 during the Workshop of the Portfolio Committee on Public Service and Administration in Parliament. The purpose of the workshop was for the Portfolio Committee to receive briefings from the entities reporting to the Minister for Public Service and Administration (MPSA) on their strategic plans and budgets for the 2011/12 financial year. This was preceded by the MPSA's briefing to the Portfolio Committee on his departments Budget Vote.
- The OPSC commemorated International Candlelight Memorial Day on 17 May 2011. The purpose of this day was to amongst others, remember our brothers and sisters who succumbed to HIV and AIDS.
- Plenary took place from 23 – 26 May 2010 in Cape Town.

News in Pics

Visit by the Delegation from Rwanda - 6 April 2011

In our efforts to share best practices in good governance, the PSC hosted a delegation from the Rwanda Civil Society Platform; Rwanda Editors' Forum; and the Media High Council on 6 April 2011 at Commission House. The purpose of the meeting was to share best practices on matters relating to the Promotion of Access to Information Act.



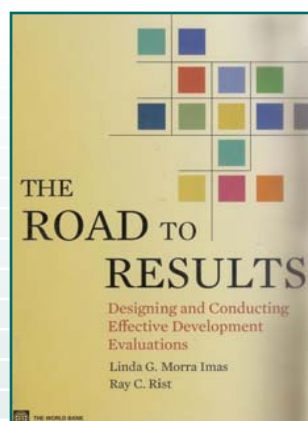
Take a Girl Child to Work Campaign - 26 May 2011

As part of the Take a Girl Child to Work campaign, the PSC hosted 20 girl scholars from LG Holele Secondary School in Ga-Rankuwa on 26 May 2011 at Commission House.





Book Review



Title: The Road to Results: Designing and Conducting Effective Development Evaluations

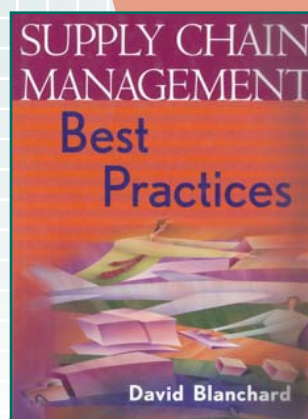
Author: Morralmas, Linda G. and Rist, Ray C.

Year: 2009

Reviewed by: Nelly Lukhero

This book provides procedures and examples on how to set up a monitoring and evaluation system, how to conduct participatory evaluations and do social mapping, and how to construct a “rigorous” quasi-experimental design to answer an impact question.

This book contains well-tested material that is carefully evaluated and proven in practice. It also has content that teaches and exemplifies the profession’s standard and it is so useful, practical, ethical and accurate. The Road to Results makes evaluation understandable, accessible and doable. This book will make a significant contribution to development evaluation in the developing world.



Title: Supply Chain Management Best Practices

Authors: Blanchard, David

Year: 2007

Reviewed by: Ernie Kekana

This book provides the right information to address the problems and the right solutions to the nightmares of managing a supply chain in today’s global environment. It is packed with abundant anecdotes, interviews, case studies, research and analysis. It also gives advice on how to establish and maintain good communication, collaboration, and cooperation between vendors, customers, manufacturers, distributors and

Custodian of Good Governance

anyone else who functions as a link in the plan, source, make, deliver, and return process. The book is useful for those who have made supply chain their life's work as well as those who are just starting to make it their career.

This book is a must read for those organisations interested in improving and enhancing their supply chain performance.

Jokes

Izwi's Hunt for a Designer!

Submitted by: Thembi Nkuna



Who Would Steal?

Submitted by: Nelly Lukhero

The two partners in a law firm were having lunch when suddenly one of them jumped up and said, "I have to go back to the office - I forgot to lock the safe!"

The other partner replied, "What are you worried about? We're both here."

Izwi is produced by the Directorate: Communication and Information Services (DCIS).

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