



Custodian of Good Governance

# IZWI lase OPSC

June/July 2013

## Editorial

Welcome to the June/July edition of **Izwi lase OPSC**. We kick start this edition by reporting on the centenary celebrations that took place on 19 July 2013 at **Irene Country Lodge**. As we continue to pray for former President Nelson Mandela who has been admitted at Pretoria Heart Hospital as a result of a recurring lung infection, Team PSC celebrated Mandela Day on 12 July 2013 by doing "good" in Seshego Hospital, Polokwane. In this regard, we report about the activities that took place on Mandela Day.

Izwi also brings you an update on Limpopo Provincial Office's interaction with stakeholders. There is an article on the National Development Plan which is insightful. As part of youth month celebration, team PSC signed a pledge in support of the youth. In this edition, we reflect on youth day under the theme: **"working together for youth development and a drug free society"**.

Part of the work of the Information Resource Centre is to provide online research support to users. In this edition, Team Information Services share with readers guidelines or tips on how to retrieve critical information on the internet. They also provide an insight on how the inter-library loan system operates. We conclude this edition by reviewing some of the latest books acquired by the Information Resource Centre.

Till next time!!!

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## PSC - CELEBRATING 100 YEARS OF EXISTENCE



By Ricardo Mahlakanya

The Public Service Commission (PSC) is celebrating 100 years of existence. As part of the centenary celebrations, a successful event under the theme: **“Public Service Commission - Celebrating 100 years of Public Service evolution and transformation”** was held for Team PSC on 19 July 2013 at Irene Country Lodge. The former Chairperson of the PSC, Professor Stan Sangweni graced the event and delivered a moving piece on the history of the PSC.

Appreciating the history of the PSC, the Director-General of the Office of the OPSC, Prof Richard M Levin reminded Team PSC of where the organisation started and how it has evolved. He also used the occasion to update Team PSC on developments around the proposed amendments to the PSC Act. He mentioned that the PSC Amendment Act was published for public comment on 19 June 2013, and that if approved, it (PSC Amendment Act) will empower the PSC to amongst others,

- Give directions relating to the values and principles that govern public administration;
- Make it mandatory for the PSC to afford affected relevant organs of state an opportunity to make representations, before giving directions with regard to the manner and timeframes of compliance and the availability of resources to achieve the desired result; and

- Make the Commission's directive binding on the state and provide a time period of not more than sixty days for implementation of directions by the relevant executive authority or head of department.

*“In addition, the Public Administration Management (PAM) Bill that was published for public comment on 31 May 2013, in clause 4 of Schedule 3 provides for the amendment of the PSC Act to, amongst others, extend its mandate to the local sphere of government. In order to strengthen capacity, 38 additional posts have been created in the line function and provincial Offices”, said Prof Levin.*

The Chairperson of the PSC, Mr Ben Mthembu highlighted the current challenges faced by the PSC and strategy for the future. He said: *“The best way for the PSC to ensure that it impacts on public administration, it is through the integrity of its findings”.*

He also made reference to the Public Service Barometer which is aimed at measuring the quality of public services against the constitutional values and principles.

He reminded Team PSC that it was a privilege to work for the Commission and requested everyone to join in celebrating the progressive evolution of the organisation.



## TEAM PSC GIVES BACK ON NELSON MANDELA DAY



By Mmanakedi Seshoka

The 18th of July has been declared Nelson Mandela International Day, but as South Africans, we take this opportunity to celebrate former President Nelson Mandela's life. This year, Team PSC celebrated Mandela Day in Seshego Hospital, Polokwane. The Director-General, Prof Richard Levin led the Team from the front. The activities of the day included painting the children's ward, hanging of curtains; and cleaning. In true Mandela style, the PSC also donated toys to the children.

A global movement for positive change begins with small actions. As each person acts, they fuel momentum towards positive change, thus, raising awareness and expanding the reach of Mr Mandela's values i.e. fighting injustice, helping people in need and practicing reconciliation.

The government's focus was on health and education for Mandela Month 2013. This is a call to make every day a Mandela Day.

## LIMPOPO PUBLIC SERVICE COMMISSION FRESHLY INSPIRED AND GROWING "TEETH" IN THE PROVINCE



By Limpopo Provincial Office Team

Limpopo Public Service Commission (LPSC) has been seeking inspiration through identifying areas together with stakeholders where PSC can make a difference while fulfilling its mandate. While there are limits on how the Limpopo PSC can "express" itself in terms of implementing the mandates in consideration of the approved workplan. The Limpopo PSC recently embarked on the following projects amongst others:

The Limpopo PSC was requested by the provincial legislature to do an analysis of the Annual Performance Plan of the Limpopo Provincial Legislature. The results were subsequently presented to the Portfolio Committee on Public Service and Administration and the Limpopo PSC received positive feedback.

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The Provincial Legislature through the Portfolio Committee on Safety and Security also requested the Limpopo PSC to assist in drafting questions to be used by the Committee when summoning members of the South African Police Services in the Province. The request came as a result of the PSC's presentation to the Committee on the Inspection Report on Detective Services: Department of Police.

Furthermore, Commissioner Mawasha initiated a Memorandum of Understanding (MoU) with the universities in the province. To this end, the Branch: Monitoring and Evaluation submitted a research proposal to the Public Administration faculty of the University of Limpopo for consideration wherein Masters students could consider researching topics that are related to the work of the PSC.

It is projects and initiatives like this that makes the PSC not to be seen as an organisation that researches and generates reports only, but an organisation that can provide a meaningful assessment that could influence the overall administration of the province/State. It is the way to go Team Limpopo.

## THE IMPLICATIONS OF THE NATIONAL DEVELOPMENT PLAN FOR THE PUBLIC SERVICE



By Ben de Villiers

Source: National Development Plan: Vision 2030

Proposals for transforming the public service are found throughout the 16 chapters of the National Development Plan (NDP). They include the need for accountability, for professionalism, for service to the citizenry, for being neutral in relation to party-political contestation, for public servants to be dynamic change agents seeking to change society while adhering to the law at all times, for public servants to be prudent with the use of public funds and to be responsible stewards of the public's trust.

South Africa needs to focus on building a capable and developmental state. The experience of other countries show that this cannot be done overnight. Measures will have to be strengthened over time.

According to the NDP there are eight areas where targeted action is necessary:

- **Stabilise the political-administrative interface** - Build a professional public service that serves government, but is sufficiently autonomous to be insulated from political patronage.



- **Make the public service and local government administration careers of choice** - At senior levels, recruitment and management should be based on experience and expertise, while at junior levels the focus should be on developing the skills and expertise that will be necessary for future public service cohorts.
- **Develop technical and specialist professional skills** - Reinvigorate the state's role in producing the specialist technical skills to fulfil its core functions. Develop appropriate career paths for technical specialists.
- **Strengthen delegation, accountability and oversight** - Promote greater and more consistent delegation supported by systems of support and oversight. Make it easier for citizens to hold public servants and politicians accountable, particularly for the quality of service delivery. Ensure effective oversight of government through parliamentary processes.
- **Improve interdepartmental coordination** - Adopt a less hierarchical approach to interdepartmental coordination so that most issues can be resolved between officials through routine day-to-day interactions. Strengthen the cluster system and the role of the Presidency in resolving strategic issues.
- **Take a proactive approach to improving relations between national, provincial and local government** - The state needs to recognise the wide variation in capacity, particularly at municipal level, and devolve greater responsibilities where capacity exists, while building capacity in other areas. Where capacity is more limited, particularly in many rural areas, municipalities should be allowed to focus on their core functions and not be burdened with too many extra responsibilities.
- **Strengthen local government** - Develop an enabling framework for local government with active support and oversight from national and provincial government. Take a more long-term approach to developing skills together with professional ethos and commitment to public service.
- **Clarify the governance of State Owned Public Enterprises** - The major State Owned Public Enterprises need clear public-interest mandates and straightforward governance structures that enable them to balance and reconcile their economic and social objectives.



To stabilise the political-administrative interface, the NDP proposes the following:

- Strengthen the role of the PSC in championing norms and standards, and monitoring recruitment processes. The chair of the PSC, together with the proposed administrative head of the public service, should convene the selection panel for heads of department and their deputies. This would allow for a transparent process that could reinforce confidence in the way heads of department are appointed.
- Create an administrative head of the public service with responsibility for managing the career progression of heads of department, including convening panels for recruitment, performance assessments and disciplinary procedures.
- Use a hybrid approach for top appointments that allows for the reconciliation of administrative and political priorities.
- Use a purely administrative approach for lower-level appointments, giving senior officials full authority to appoint staff in their departments.

President Zuma has reiterated the government's support for the NDP as South Africa's "long-term socio-economic development roadmap", saying the plan "ensures certainty with regards to the direction of the country in the next 20 years".

For more information, the NDP can be accessed on the website <http://www.npconline.co.za/>

## TEAM PSC IS POSITIVE ABOUT YOUTH DEVELOPMENT



By Mmanakedi Seshoka

Afrikaans was largely seen by people as the “language of the oppressor” and it resulted in growing resentment in teachers as well as students. It was on April 30, 1976 when the resentment crossed all thresholds and the students of Orlando West Junior High School refused to go to school. On the morning of June 16, 1976, thousands of black students went on a protest rally from their schools to Orlando Stadium.

Although the rally was intended to be a peace protest, things soon got out of control and riots were seen all over the place. Hundreds of students were killed during the protest. Although this youth revolution did not see the taking back of the language order immediately, it did see a turning point in South Africa’s liberation campaign which ultimately saw the downfall of the apartheid government.

In honour of this day, on 18 June 2013, Team PSC signed a pledge to support the youth. While the youth of 1976 fought for freedom and the creation of a democratic state, today’s youth activism is directed towards successfully tackling the

challenges of combating crime, poverty, unemployment, HIV and AIDS, personal development; economic freedom and developing the country.

A youthful nation is generally regarded as a positive development, but when viewed against the background of the country’s unemployment statistics it is a cause for concern. According to official statistics, South Africa has the highest long-term youth unemployment rate among medium-income nations, with those between the ages of 15 and 24 accounting for 48.2% of those unemployed. This figure, according to Stats SA’s 2012 third-quarter Labour Force Survey, is just shy of double the national overall unemployment figure of 25%. And of the nation’s 9 million young people aged between 15 and 34, about 3.2 million were unemployed and looking for work last year.

Meanwhile, alcohol & substance abuse and illicit drug trafficking are a global phenomenon. This has serious repercussions for millions of South Africans because alcohol and substance abuse may often contribute to other social problems such as crime, gangsterism, domestic violence, family dysfunction and other social problems.



## NATIONAL WOMEN'S DAY - THE REASON BEHIND THE CELEBRATION



By Percival Mtombeni

Every year on 9 August, we celebrate Women's Day in South Africa, a public holiday that pays homage to the women of our nation; the mothers, the wives, the sisters and the daughters who fought tirelessly against the tyranny of the Apartheid government.

Inaugurated in 1994, along with a free, democratic South Africa, the public holiday commemorates a 1956 protest led by Lilian Ngoyi, Helen Joseph, Albertina Sisulu and Sophia Williams-De Bruyn. To rise up against the legislation that required black South Africans to carry the "pass" (special identification documents which infringed on their freedom of movement during the Apartheid era), approximately 20 000 women from all over the country took to the streets of Pretoria – many carrying the children of their white bosses on their backs – to stage a peaceful march to the Union Buildings.

After dropping off bundles of petitions containing more than 100 000 signatures at the then Prime Minister, J.G Strijdom's

offices, they stood in silence for thirty minutes. A song was composed in honour of this momentous occasion, "*Wathint' Abafazi Wathint' imbokodo!*" (Now you have touched the women, you have struck a rock).

An inspiring display of political strength, female solidarity and inner fortitude, the march on August 9 1956 is both a reminder of the great women who helped mould South Africa and the trailblazing women who continue to lead the country forward.

In August 2006, a reenactment of the march was staged for its 50th anniversary with most of the 1956 march veterans being present, and today we honour the protagonists of the march, by naming the hospitals, streets and public buildings after some of these women. Not only on 09 August, but throughout the month, we are encouraged to respect and value the women's roles in taking the country forward and the important role they play in our individual lives and homes on daily basis.

## TEAM PSC BID FAREWELL ONE OF ITS OWN



By Humphrey Ramafoko

On 4 June 2013 team PSC bid farewell to Ms Sophia Santho, Provincial Director in the Free State after serving the Public Service for 30 years.

Her career can be traced back when she was a nursing sister at Boitumelo Hospital in 1975. She was later promoted to a position of a Tutor (Lecturer) still at Boitumelo Hospital at Free State Provincial Administration from 1975 until 1983.

She was subsequently appointed as Head of Department at Mangaung Nursing College, in the Free State from 1990 to 1995. It was through her hard work and dedication that she was appointed as Director at the Free State Provincial Service Commission in 1995. In 1999, she was transferred to her current position of Director at the Office of the Public Service Commission in the Free State.

Sophia is also an academic. She matriculated in 1968 and obtained a national diploma in Nursing Education in 1975, Bachelor Degree in Community, Administration and Education in 1987, Masters Degree in Public Administration in 1996 and Programme in Economics and Public Finance in 2003.

The Director-General, Prof Richard Levin wished her well in her retirement and had this to say about her: "I have no doubt that you have contributed immensely towards the achievements of the Public Service Commission, not only at Head Office, but in the Free State where you had become the face of the Office of the Public Service Commission. Colleagues in the Free State Provincial Office have learned a lot from you and I have no doubt that they will continue with your legacy".



## INFORMATION RESOURCE CENTRE CORNER

### HOW TO FIND AND EVALUATE INFORMATION ON THE INTERNET

By: Ernie Kekana

There is a vast amount of information on the Internet on almost every subject matter. Some of it is very good, but some is bad. So it is essential to think critically and judge what information is relevant and appropriate for your purpose. This means that you need to be able to analyse more deeply the information that you read.

You can start your search by writing down the words or phrases (keywords) that you will use to find relevant information, and choose those you think best describe the topic. Decide on your search topic. After, you can search for relevant information by using different search engines e.g. Google. A search engine is a computer programme used to find specific information amongst the huge amount of information stored on the web. Google is possibly the best known search engine, but there are many more to choose from such as Yahoo, Ananzi, Mamma, etc. You may find some easier to use than others, or more useful for specific topics. After searching, you have to evaluate the information that you found.

Evaluation of information will help you to decide what information is most appropriate for your purpose. The criteria below will help you with evaluation:

- *Is the author clearly identified?*
- *What is the author's level of expertise on this subject?*
- *Is the purpose of the information to inform or to persuade?*
- *Is the information a fact or opinion? If its opinion, is it backed up with evidence?*
- *Is the language emotive or neutral?*
- *When was the information published? You can find the copyright date on a book's imprint page (back of the title page). Check the date of issue for magazines, journals or newspapers.*
- *For a website, check when it was last updated.*
- *Is the information itself up to date?*



### INTER-LIBRARY LOAN – WHAT IS IT?

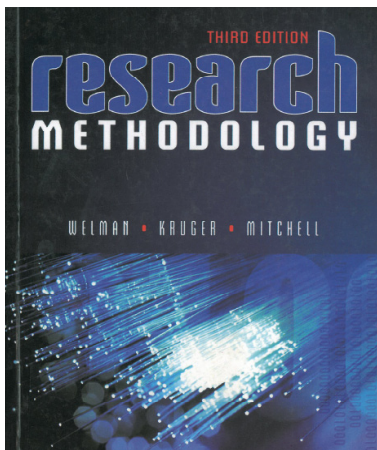
By Nelly Lukhero

What is Inter-library Loan (ILL)? All types of libraries participate in this activity and have been for a long time. Why would libraries do this though? Libraries participate in ILL because, they can't reasonably purchase every material that is published or produced, nor would they want to—both for money and space constraints. Think about how much it would cost to keep up with all of these materials. Think about the space you would need to store all of the material. You'd need a warehouse to store every book, CD, DVD, and every journal ever published. And it would just continue to grow each day.

This is where Interlibrary Loan comes into play. It allows you, the patron, to be able to borrow materials that your library does not own. So if you go to the Art College, but need a book on, e.g. Parrots of the World, ILL makes it possible for you to be able to use the material, generally at no or small cost. The library provides the bulk of the cost. Now this does not mean that every item out there is available. What is generally available are the mass published materials that everyone has a chance to purchase, such as books that are found at the bookshop. There are some items that libraries aren't willing to lend out, either because of scarcity or cost. Materials that are difficult to acquire through the ILL are audio visual materials (video's, CD's, etc.)

The PSC's Information Resource Centre participates in the ILL. Any material that you, as our client, would like to borrow and we do not have, we are able to borrow it from other Libraries through the ILL.

## BOOK REVIEW



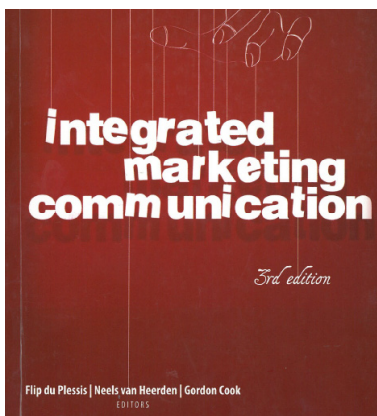
**Title** : **RESEARCH METHODOLOGY**  
**Author** : **Welman, Kriger & Mitchell**  
**Year** : **2012**  
**Reviewed by** : **Ernie Kekana**

Research methodology is a step-by-step guide to doing research. It covers the various stages of the research process in a systematic way with the aid of clear examples. This book will help you to answer the following questions:

- What is the correct procedure to follow when conducting research?
- How do quantitative research methods differ from qualitative research methods?
- Which statistical methods must be used during the research process?
- What are the essential components of a research report?

The methodology described in this book can be applied to research in subject areas including business and administrative sciences, human behavioural sciences, human resource management, correctional services and policing, marketing, information technology, and many more.

This book is a must read by researchers.



**Title** : **INTEGRATED MARKETING COMMUNICATION**  
**Editors** : **F du Plessis, N van Heerden and G Cook**  
**Year** : **2010**  
**Reviewed by** : **Nelly Lukhero**

Integrated marketing communication presents a practical, holistic and integrated approach to advertising, personal selling, publicity, public relations (from both a corporate and a brand perspective), sponsorship, direct marketing and digital communication in the new economy. It discusses media alternatives and provides an integrated marketing planning framework to facilitate a seamless integration of all the elements to build brands and create brand equity. Learning objectives, case studies, examples and review questions facilitate a clear understanding of the subject.

Marketing communication is one of the most important functions in an organisation. To gain a competitive edge, organisations must inform and convince customers that their products or services offer better value than competing products. Integrating the various marketing communication vehicles that are available to convey the brand message, value offering and competitive standing is imperative for optimum success. Integrated marketing communication provides a solid interpretation of all the major marketing communication mix elements.





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## JOKE

Telling a lie  
Telling a lie is a:  
Sin for a child.  
Fault for an adult.  
An art for a lover.  
A profession for a lawyer.  
A requirement for a politician.  
A Management tool for a Boss.  
An accomplishment for a bachelor.  
An excuse for a subordinate and..... A Matter of Survival for a married man.