



Custodian of Good Governance

IZWI lase OPSC

Apr/May 2014

Editorial

Welcome to the April/May edition of Izwi lase OPSC, the first issue for the 2014/15 financial year. The Editorial Team of Izwi hopes that you will find this edition interesting and reader friendly. Team PSC was saddened by the passing away of Mr Admill Simpson and Izwi would like to echo the Director-General, Professor Richard Levin's sentiments when he said the following during Admill's memorial service which was held on Thursday, 22 May 2014:

"Admill had an outstanding knowledge of public administration and the unique challenges faced by South Africa in evolving a system of public service that would play a transforming role through promoting the values and principles contained in Section 195 of the Constitution and which frame the Public Service Commission's mandate. He was a hard worker whose effective was there for all to see through the results and impact of his work".

May his soul rest in peace.

Izwi would also like to pass the deepest condolences to all Team PSC members who lost their loved ones. May the Lord Almighty grant you strength during these trying times.

We kick start this edition with a good story that involves one of our Commissioners, Ms Lulu Sizani. In a true spirit of service delivery, Commissioner Sizani assisted a citizen to receive his pension funds. We also reflect on the Information Session which focussed on the revised subsistence and travelling payments to officials with travelling allowance. We also reflect back on the Long Service and Special Awards celebrations through pictures.

Izwi touches on Workers Day and also report about World Book and Copyright Day. We conclude this edition with the book review and PSC reports tabled in Parliament in the Information Resource corner as well as jokes. We hope that you will enjoy this edition of Izwi. Happy reading!!!

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PENSIONER GETS HIS DUE

By: Bongiwé Dlamini

Commissioner Lulu Sizani, in a true spirit of service delivery went beyond the call of duty to assist Mr Thembelani Solani, a pensioner who had battled to claim his 32 years pension fund after he was medically boarded due to ill health in 2013. Below is the story of Mr Solani as it appeared in the Sowetan of 12 May 2014.

When he left his job, Mr Solani was told by the South African Police Service (SAPS) that his pension would be paid within 60 days and the payment was not made. Eight months later, he still had not been paid and his car was repossessed, policies lapsed and he was unable to pay his children's school fees. Mr Solani said the SAPS recommended that he take early retirement in July last year because of his medical condition. He had been employed by the police force of the former Bantustan government of Ciskei from 1982 to 1994. His staff file was removed from Bisho during the integration process and he was reappointed under the SAPS the same year. Mr Solani was hospitalised for a month in September 2010 and two years later he was declared medically unfit to perform his duties. He received his salary until last year, when he was medically boarded.

"I could not access treatment because my medical aid fund was suspended and eventually cancelled", says Mr Solani. His car was also attached because the bank would not listen to his excuses any longer. The school fees for his two children – one at a tertiary institution and the other at a boarding school in Mpumalanga – had not been paid until the intervention by Consumer Line.

On reading about Mr Solani's plight, Commissioner Lulu Sizani responded and offered to expedite his complaint. The processing of the pension benefits for Mr Solani was finalised and the annuities payments was made on 05 May 2014.

Izwi would like to salute Commissioner Sizani for assisting Mr Solani.



INFORMATION SESSION BY SARS



By : Bongile Dlamini

Team PSC had a successful Information Session which focussed on the revised subsistence and travelling payment to officials with travelling allowance on 19 May 2014. The Session was necessitated by a communiqué issued by National Treasury regarding the revised subsistence and travelling payments to public servant.

In view of the fact that Commissioners and some members of the Senior Management Service (SMS) and Middle Management Service (MMS) receive Motor Car Allowance, it was imperative to invite representatives from the South African Revenue Service (SARS) to make a presentation in this regard. After a successful presentation to Commissioners, SARS representatives briefed the broader members of Team PSC. It was indeed a participative session that allowed the official to raise their concerns pertaining to subsistence and travelling payments matters as well as tax implications.

WORKERS DAY 2014



By : Mmanakedi Seshoka

The 1st of May is a public holiday and a day in which South Africans observe and celebrate International Workers' Day. This day is known as May Day, originated within the historical struggles of workers and their trade unions for solidarity between working people, and in their struggles to achieve fair employment standards. The first recorded celebration of May Day in South Africa was in 1885 and was organised by the Johannesburg District Trades Council.

The South African Government takes the rights of workers very seriously and this is evidenced by the progressive labour relations and key programmes that have been put in place since 1994.

As a champion of workers' rights, the Department of Labour is currently in the process of amending the Labour Relations Act to deal with the increase in labour brokering and, in particular, with the abuse associated with the practice and the way in which it deprives many workers of basic protection under labour law.

BEST PLAYERS REWARDED IN STYLE – LONG SERVICE AND SPECIAL AWARDS



By: Mmanakedi Seshoka

The Chairperson hosted an Information Session wherein deserving members of Team PSC were presented with Long Service and Special Awards at the Monument Function and Conference Centre in Thaba Tshwane, Pretoria. The event saw officials from the National and Provincial offices walk the red carpet in style and elegance as they entered into the venue.

Prof Richard Levin congratulated all the winners of Special Awards and expressed his gratitude on behalf of the PSC by thanking and encouraging them. He also urged the rest of Team PSC members to work hard in order to qualify when the call for the Special Awards nominations opens later this year.

During his speech, Chairperson of the Commission, Mr Ben Mthembu thanked the Director-General for ensuring that the Policy on Special Awards is being implemented. He said:

"This is an affirmation that the Commission recognises

and take the outstanding performance of officials seriously. Congratulation to all the recipients of the special awards and I would like to encourage you and the rest of Team PSC not to rest on your laurels but to continue to work hard in executing the mandate of the PSC. I urge you to display those trophies with pride and let them always remind you of the special contribution you have made in the work of the PSC".

The Special Awards included categories such as Employee of the Year (Levels 2-7 and 8-12), Rising Star, Director-General's Award, Change Agent and Team of the Year Award.

Izwi would like to congratulate recipients of the Long Service Awards as well as the winners of the Special Awards.

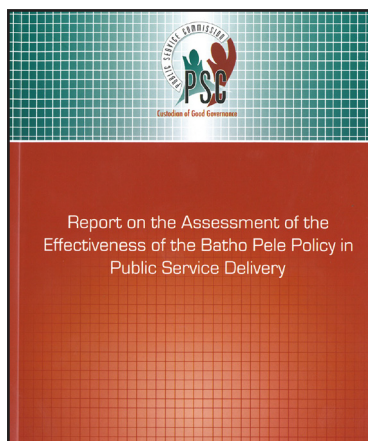
The Long Service and Special Awards celebrations through pictures:

INFORMATION RESOURCE CORNER

REPORTS RELEASED BY THE PSC

By: Ben de Villiers

The following Reports were recently released by the PSC:



1. Report on the Assessment of the Effectiveness of the Batho Pele Policy in Public Service Delivery

Since 2000, the Public Service Commission (PSC) has conducted studies to assess the level of compliance with the implementation of the Batho Pele policy by departments. This has culminated in a series of evaluations on the implementation of each of the Batho Pele principles in the Public Service. However, these studies have largely focused on the extent of compliance with the Batho Pele policy. As part of taking its oversight further in this area, the PSC has, therefore, decided to conduct a study focusing on the effectiveness of the Batho Pele policy in improving public service delivery. This study thus goes beyond compliance issues, and examines the difference made by departments in their implementation of the Batho Pele policy.

With regard to the implementation of the PSC's recommendations in previous PSC reports on the implementation of the Batho Pele principles, the findings of the study show that the PSC recommendations were successfully implemented by sixty six percent (66%) of the departments

that participated in the study while a few departments still experienced challenges in implementing the recommendations.

The success of the departments that participated in the study varied in terms of the effectiveness of their efforts to implement the Batho Pele principles in improving service delivery. There were departments with effective mechanisms in place to implement the Principles and also departments that experienced challenges in this regard. Challenges were especially experienced with regard to promoting openness and transparency, ensuring effective redress where departments performed below the promised standards, and ensuring value for money. A further important challenge was the adequate display of departments' service standards to ensure that service users know what to expect in terms of public service delivery.

The PSC trusts that the report will once again draw the attention of the Public Service to the importance of the Batho Pele principles in service delivery.

2. Report on an Assessment of the Quality of Departments' Annual Reports to Citizens (ARCs)

In support of the Constitutional value of openness and transparency, the Batho Pele White Paper on Transforming Public Service Delivery (WPTPSD), 1997, requires that service users "be told how national and provincial departments are run, how much [their services] cost and who is in charge". The WPTPSD proposed that an Annual Report to Citizens (ARC) be published for this purpose. The PSC identified the need to review the quality of departments' ARCs.

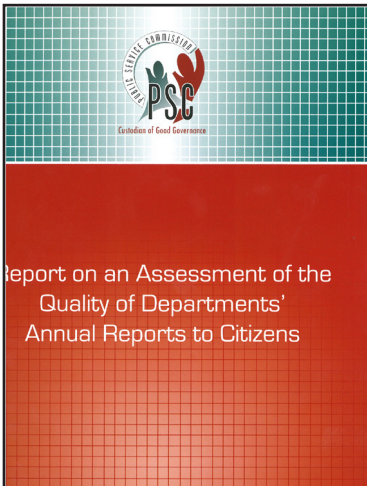
Overall, the findings of the study show that only 29 (23%) of the 125 departments sampled for the study, submitted their ARCs for assessment. Furthermore, the quality of the 29 ARCs that were submitted varied from one department to another. Basic information such as the names of the departments, the overall functions of the department, and the names of the EAs and AOs were correctly



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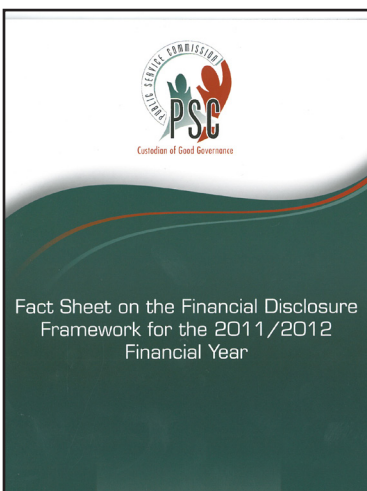
reflected in the majority of ARCs submitted by departments. However, adequate information about the departments' service standards, the departments' achievements in terms of their service standards, whether service users were consulted in the development of the departments' service standards, the departmental plans to improve services was not provided in the majority of the ARCs submitted by departments.

Furthermore, the findings show that departments were still confusing the Departmental Annual Report and the ARC and were therefore not clear about why they were required to spend money on publishing a second document with the same information as the Annual Report. This resulted in the reports to be too long and too complicated for service users, who are only interested in results against service delivery standards, to understand.

In general, challenges reported included the publication of the ARCs as soon as possible after the previous financial year and the cost associated to the publication of the ARCs in local languages.

The PSC is of the view that the Report will draw attention to the Public Service's progress regarding the publication of ARCs as one of government's critical tools of communicating with citizens. Furthermore, it will inform departments' efforts to improve the publication and the quality of the Reports.

3. Fact Sheet on the Financial Disclosure Framework for the 2011/2012 Financial Year



The purpose of the Fact Sheet is to provide an overview of the extent to which departments complied with the Financial Disclosure Framework in respect of the 2011/2012 financial year. The Fact Sheet also provides a statistical analysis of the financial disclosure forms that were received by the PSC by the due date of 31 May 2012. A comparison of the compliance rate by the due date of 31 May over the past five financial years is also provided.

The compliance rate by the due date in the national and provincial departments has improved from below 50% between 2007/2008 and 2009/2010 financial years, to 75% in the 2011/2012 reporting period. This significant increase, although still not satisfactory, could be attributed to the strategies adopted by the PSC to assist departments in complying with the regulatory requirement for EAs to submit financial disclosure forms of SMS members within their respective departments by 31 May 2012. The PSC is, however, of the opinion that a 100% submission rate by the due date could be achieved if there is discipline among the senior public servants.

The release of the Fact Sheet received wide spread media coverage.

WORLD BOOK AND COPYRIGHT DAY



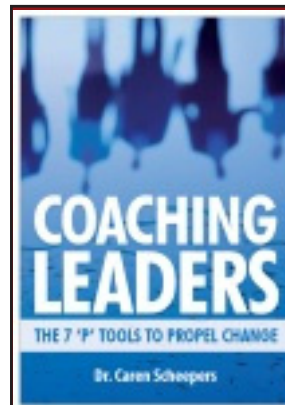
By: Nelly Lukhero

The 23rd of April is a symbolic date for celebrating world literature and it marks World Book and Copyright Day. This is an occasion to acknowledge the books written and also to pay a worldwide tribute to the authors. People are also encouraged to re-discover the pleasure of reading.

As the world celebrated World Book and Copyright Day, it is hoped that people understanding of adherence to copyright laws and other measures to protect intellectual copyright will be increased.

To celebrate World Book and Copyright Day, the Information and Resource Centre arranged a book exhibition from 23-25 April 2014 at Commission House where members of Team PSC were afforded an opportunity to review books which were procured recently. The staff turnout during the book review was very encouraging and Information and Resource Centre Team would like to thank everyone who participated. Let us continue with the culture of reading.

BOOK REVIEW



Title: *Coaching Leaders: the 7 "P" tools to propel change*
Author: *Dr. Scheepers, Caren*
Reviewed by: *Nelly Lukhero*

Abstract:

Coaching Leaders endeavours to assist coaches and leaders in coaching their clients or subordinates. Coaching is defined as an interactive process to facilitate a coachee in achieving goals. Leadership is having influence to bring about change. Therefore, coaching leaders involves facilitation of improvement of leadership skills. The author provides 7 "P" Tools and systematically discusses each of them to provide structure to the content. The objective, outcome, rationale, and actual methods and examples have been given for each "P" Tool in coaching.

The 7 "P" Tools:

- Purpose coaching to affect inspirational leaders.
- Progress coaching to affect goal-directed leaders.
- Process coaching to affect self-regulatory leaders.
- Perspective coaching to affect objective leaders
- Polarity coaching to affect embrace diversity leaders.
- Political coaching to affect political acumen leaders.
- Potential coaching to affect cultivate culture leaders.



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JOKE

Employer: “in this job we need someone who is responsible.”

Applicant: “I’m the one you are looking for. On my last job, every time anything went wrong, they said I was responsible.”