



Custodian of Good Governance

# IZWI lase OPSC

February/March 2016

## Editorial

Welcome to the March /April edition of **Izwi lase OPSC**. This is the last edition for the 2015/16 financial year. With effect from 2016/17 financial year, Izwi will be issued on a quarterly basis.

During the month of March 2016, the Public Service Commission (PSC) jointly with the University of South Africa hosted an inaugural Public Lecture under the theme: **“Building a capable, career-oriented and professional public service for a developmental state as stated in the National Development Plan Vision 2030”**. In this issue of **Izwi** we report about the Public Lecture.

In the same month, UMPTABO which is a non-profit organization, Embassy of Finland and the Durban University of Technology jointly hosted the National Anti-Corruption Symposium. The Symposium provided members of the public and private sector, academics, academic institutions and anti-corruption groups with an opportunity to engage on matters relating to the fight against corruption. Commissioner Mpilo Sithole from KwaZulu-Natal Provincial Office attended the Symposium and made a presentation on the work of the PSC and its contribution in the fight against corruption. We report about the Symposium in this issue. We also report about Commissioner Sithole’s participation at the launch of the KZN Premier’s Injobo-Battle of Ideas Symposium, which also took place during the month of March 2016.

As part of promoting the Public Service Charter, we committed to report about the various aspects of the Charter in the coming editions of **Izwi lase OPSC**. Whilst we looked at the definition, scope and objectives of the Charter in our last edition, we have decided to focus on the purpose of the Public Service Charter.

We conclude this edition with regulars such as Information Resource Corner and Jokes.

Happy reading!!!

## Contents

<i>Editorial</i>	1
<i>PSC and UNISA in a joint public lecture</i>	2
<i>KZN Commissioner participate at the National Anti-Corruption Symposium</i>	4
<i>KZN Premier convene Injobo-Battle of ideas Symposium</i>	5
<i>Public Service Charter</i>	6
<i>Book Review</i>	7
<i>Jokes</i>	8

## PSC AND UNISA IN A JOINT PUBLIC LECTURE



By: Bongiwe Dlamini

In 2013, the South African government adopted its first National Development Plan (NDP): Vision for 2030. The plan demonstrates government's commitment to build a Developmental State, central to which is a capable, effective and efficient Public Service. A professional, prestige-laden and competent Public Service is one of the main determinants of the capacity of a Developmental State, and it is its key driver of success.

The NDP envisages a significant role for the PSC in building a capable and developmental Public Service. Accordingly, the PSC hosted a Developmental State Conference in 2014 under the theme: *"Building a capable, career-oriented and professional Public Service to underpin a Capable and Developmental State in South Africa"*.

As a follow up to the conference, on 23 March 2016, the PSC and UNISA held a successful **inaugural joint public lecture** under the theme: *"Building a capable, career-oriented and professional Public Service for a developmental state as stated in the National Development Plan 2030"*.

The Public Lecture was attended by amongst others, members of the UNISA Council, Academics, Diplomats and Public Servants. The Minister for Public Service and Administration, Honourable Advocate Ngoako Ramatlhodi delivered the keynote address given the fact that the Minister is a key role player in the building of a capable, career-oriented and professional public service for a developmental state.



The Minister shared with the delegates the achievements of the South African Public Service transformation journey. He mentioned that: “a lot had been achieved in the efforts to put a meritocratic, professional and career-oriented Public Service in place”. He was, however, concerned that: “Career development in the Public Service seems to be not structured well enough to enable the transfer of skills from one department to another. He said “Departments should ensure that career public servants are exposed and trained in the full scope of that occupation so that when an employee progresses in their career, the next employer can be confident that the person can perform effectively such area of work”.

The full speech of the Minister can be accessed on the PSC website ([www.psc.gov.za](http://www.psc.gov.za)). The overall event was a resounding success and the delegates were also in unison that the public lecture was an eye-opener.



## KWAZULU-NATAL COMMISSIONER PARTICIPATE AT THE NATIONAL ANTI-CORRUPTION SYMPOSIUM

By: Nokuthula Mukeba

Commissioner Mpilo Sithole from KwaZulu-Natal made a presentation on the work of the PSC and its contribution in the fight against corruption at the National Anti-Corruption Symposium held at the Durban University of Technology on 11 March 2016. The event was organized by UMPTAPO which is a non-profit organization, Embassy of Finland together with the Durban University of Technology (DUT).

The purpose of the Symposium was to “provide a platform for individuals, civil society organisations, academic institutions, the public and public private sector, and all anti-corruption groups to gather and plan a collective, sustainable action to create a caring and ethical society”.

The Commissioner’s input focused on the Constitutional Values and Principles as well as the causes of corruption. She identified three areas that were the causes of corruption namely damaging historical patronage, buying space in the queue and wrong institutional culture. She further stressed that the work of the PSC was governed by the Constitutional Values and Principles which emphasised the following:

- A high standard of professional ethics must be promoted and maintained.
- Efficient economic and effective use of resources must be promoted.
- Public administration must be developmental oriented.
- Services must be provided impartially, fairly equitably and without bias.

- People’s need must be responded to and the public must be encouraged to participate in policy-making.
- Public administration must be accountable.
- Transparency must be fostered by providing the public with timely, accessible and accurate information.
- Good human resource management and career-development practices to maximise human potential must be cultivated.
- Public administration must be broadly representative of the South African people with employment and personal management practices based on ability, objectivity, fairness and the need to redress the imbalances of the past to achieve broad representation

Other panelist members who made the presentation at



the Symposium included amongst other, the Deputy Public Protector, Advocate Kevin Malunga, Chief Executive Officer of Corruption Watch, Mr David Lewis.

The presentation which was made by Commissioner Sithole at the Symposium can be accessed on the PSC intranet.

## KZN PREMIER CONVENE INJOBO-BATTLE OF IDEAS SYMPOSIUM



By: Nokuthula Mukeba

On **16-17 March 2016**, Commissioner Sithole attended the Injobo- Battle of Ideas Symposium organised by the office of the Premier in KwaZulu-Natal. The symposium was held at the Sibaya Casino in Durban and was attended by amongst others, academics, public servants and the Premier of KwaZulu-Natal, Mr E.S. Mchunu who delivered the keynote address.

The Injobo-Battle of Ideas Symposium was aimed at amongst others:

- Providing a forum for a high level intellectual interrogation of pertinent issues in the Province
- Mobilising intellectuals and academics to contribute towards policy-making

The delegates from various institutions were invited to share their views on the following topics:

- Preservation of indigenous languages in the new South Africa

- Heritage as part of the culture
- The quest to make South Africa a leading knowledge based economy
- The relevance of statues in a democratic dispensation
- Traditional medicine: myth or reality?
- The state of adult basic education in South Africa: challenges and possible solutions
- The previously neglected heritage sites in KwaZulu-Natal and their significance.

The Symposium was a success and delegates welcomed the opportunity to make a contribution towards pertinent issues affecting the Province.

## PUBLIC SERVICE CHARTER

*By: Mmanakedi Seshoka*

In an attempt to popularise the Public Service Charter, in the previous edition of Izwi, we focused on the definition, scope and objectives of the Charter. Here, we focus on the **purpose** of the Charter.

### The Service Charter Shall:

- “Define the services offered by the State to the citizens of South Africa;
- Outline the service standards that underpin the services offered by the State;
- Register the commitments by the State as Employer towards public servants; and
- Specify commitments by public servants towards the citizens”.

### State as Employer

- “As the State we are also the Employer. We employ public servants and are required to provide the necessary resources and a conducive working environment for the delivery of services.
- We are public servants employed by the State and we serve the people of South Africa”.

### Where We Are Found

- “As the State we are found in government departments in the national and provincial spheres; and
- As public servants we are found in the employ of the State”.

NB. The above is extract from the Public Service Charter.



## INFORMATION RESOURCE CENTRE BOOK REVIEW

**Title:** Customer Service

**Editors:** Richardo Machado and Collin Diggines

**Year:** 2013

**Publisher:** Juta

Reviewed by: Molebogeng Mothotoana

### Abstract:

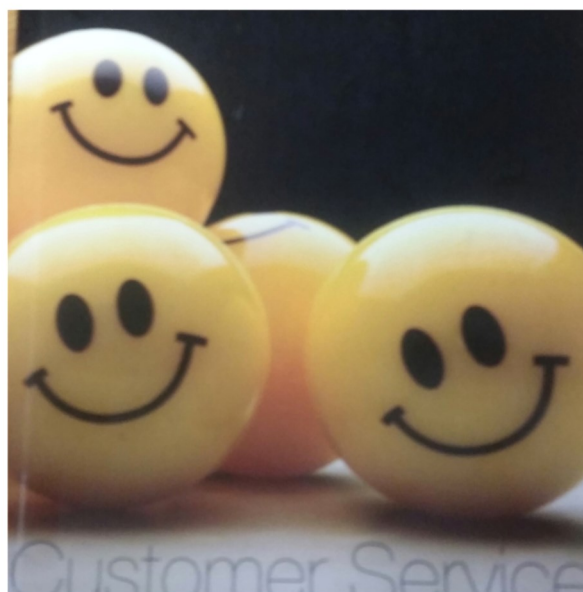
The book analyses the activities of Customer Service and draw important issues with regard to customer service. It addresses all the key elements that need to be considered when developing a service strategy for business. The text is not only written with undergraduates students in mind, but also for the entire spectrum of businesses both large and small, and for employees at all levels.

Customer Service is regarded as one of the areas where a business can still differentiate itself because there is a general convergence in terms of product quality as organisations compete and apply best practices to product features and product development.

This book considers the topic Customer Service within the context of its role in marketing strategy. It stresses the important and role of verbal and non-verbal communication. It also highlights the role that physical evidence plays in supporting a service strategy.

The book gives advice on how to develop and train staff to deliver exceptional customer services. It addresses the important issues of quality, value, expectations and satisfaction and why they form the foundation of a service strategy. It further focuses on the causes of Customer service failures and how to fix them, providing guidance on how to develop a service system.

This book can help organisations to understand Customer Service as a concept and use the suggested prin-



ciples and ideas in the book to help improve service delivery.

The book covers the following areas:

- Understanding customer service
- Communication in customer service
- The role of physical evidence in service
- Managing service failures and service recovery
- Service system design
- Technology use in service provision
- Developing customer service staff
- Service quality and customer value
- Expectations and satisfaction
- Customer experience management

## JOKES

### ***GENTLEMAN***

A gentleman wanders around the campus of a college looking for the library.

He approaches a student and asks the student,

"Excuse me young man. Would you be kind enough and tell me where the library is?"

The student, in a very arrogant and belittling tone, replied,

"I am sorry, sir, but at this school, we are taught never to end a sentence with a preposition

The gentleman smiled, and in a very apologetic tone replied,

"I beg your pardon. Please allow me to rephrase my question.

Would you be good enough to tell me where the library is at, idiot?"