

Editorial

Welcome to the 2nd quarterly edition of our internal newsletter, *Izwi lase OPSC*. This edition covers events that took place between July 2016- September 2016. We hope that you will find it interesting. During the second quarter, the PSC has engaged extensively with stakeholders on its work. To this end, we will report about the signing of a Memorandum of Understanding (MoU) between the PSC and the Morale Regeneration Movement (MRM). The signing of the MoU was of particular significance given the fact that it was signed during the Morale Regeneration Month.

We also report about the Roundtable Discussion on the Developmental State Discussion Document. Organised by Team Monitoring and Evaluation under the leadership of the Monitoring and Evaluation Specialist Team, the Roundtable discussion was a resounding success and key stakeholders such as the Director-General of the Department of Public Service and Administration, Mr Mashwahle Diphofa as well as the Director of Special Projects in the Office of the Vice Chancellor of the University of South Africa, Dr Somadoda Fikeni, were in attendance.

In an effort to increase visibility in the provinces, Commissioner Mosa Sejosingoe conducted service delivery inspections at Taung Hospital. The inspection was followed by a media briefing where the Commissioner shared with the media and the Management of the Hospital the Inspection Team's preliminary findings, including areas of improvement. Following the launch of the internal values by the Change Management Pillar of Imvuselelo, we feature an article on the Values wherein the Culture Change Champion unpacks them (Values).

Izwi also reflects on the Nelson Mandela Day Celebration as well as the Winter Games through pictures

We also feature three PSC Reports which were tabled in Parliament during the second quarter.

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

Contents

<i>Editorial</i>	1
<i>PSC and MRM sign MoU to promote professional and Ethical Leadership</i>	2
<i>PSC host roundtable discussion on developmental State</i>	3
<i>Service delivery inspection at Taung Hospital</i>	4
<i>Team PSC celebrate Nelson Mandela Day</i>	5
<i>Team PSC participate in the Winter Games</i>	6
<i>Defining our values</i>	7
<i>Reports tabled in Parliament</i>	8
<i>Book Review</i>	10
<i>Jokes</i>	11

July/August/September 2016

PSC AND MRM SIGN A MEMORANDUM OF UNDERSTANDING TO PROMOTE PROFESSIONAL AND ETHICAL LEADERSHIP

On 21 July 2016, the Public Service Commission (PSC) and the Moral Regeneration Movement (MRM) signed a Memorandum of Understanding (MoU) to promote professional and ethical leadership, as well as to foster this kind of behaviour across the Public Service and society as whole. The signing of the MoU took place at the Chamber Wing of the Metro Centre, Civic Boulevard, Johannesburg.

The signing of the MoU which was led by Advocate Richard Sizani, Commissioner Mike Seloane and Father Smangaliso Mkhathswa, coincided with the Moral Regeneration Month.

The MoU strives to promote ethical leadership through activities such as:

- hosting of promotional events to promote effective ethical leadership;
- holding of joint organised public lectures on subjects of mutual interest; and
- Co-sponsoring of mutually beneficial public events which are beneficial to both Parties.

These activities, says Advocate Sizani “will be focused on building leaders with integrity and the moral courage to deliver services in an accountable and transparent manner. He further mentioned that each public servant is an agent of change and, therefore, a leader in promoting the public good through serving the public in an unbiased and impartial manner. This will create confidence in the Public Service”.

He concluded by saying that: “As we enter into this MoU, we hope this partnership between the PSC and the MRM will not be just a “grocery of aspirations”. But rather it should be a tool through which we promote good governance and ethical leadership in our country and the public service for better quality services to be rendered”.



PSC HOSTS ROUNDTABLE DISCUSSION ON DEVELOPMENTAL STATE

As a follow up to the conference and a public lecture on Developmental State, on 20 July 2016, the Public Service Commission hosted a Roundtable Discussion on the PSC's Discussion Document titled: *Building a Capable, Career-oriented and Professional Public Service to underpin a Capable and Developmental State in South Africa*.

The Roundtable Discussion afforded the PSC with an opportunity to engage key stakeholders on amongst others, its 2015 Discussion Document including initiatives aimed at ensuring the realisation of building a capable, career-oriented and professional public service for developmental state.

The Director-General of the PSC, Dr Dovahani Mamphiswana presented the PSC's input which was based on the Commission's 2015 Discussion Document whilst Dr Somadoda Fikeni, Director: Special Projects from the University of South Africa and Mr Mashwahle Diphofa, Director-General of the Department of Public Service and Administration were the respondents. Commissioner Mpillo Sithole who was the programme director ably ensured that all the stakeholders participated fully by critiquing the PSC's Discussion Document. The participants were all in agreement that the PSC Discussion Document was well drafted and it will contribute meaningfully towards the realisation of *Building a Capable, Career-oriented and Professional Public Service to underpin a Capable and Developmental State in South Africa*.

The roundtable discussion took place at UNISA Senate Hall, Theo Van Wyk Building and it was a resounding success.



SERVICE DELIVERY INSPECTION AT TAUNG HOSPITAL—NORTH-WEST

As part of its service delivery mandate, on 27 July 2016, Commissioner Mosa Sejosingoe together with Team PSC in the North West conducted service delivery inspection at Taung Hospital, in the North West Province. The inspection was aimed at assessing the quality of services offered by the healthcare facility in the province. Some of the areas that the inspections focused on include the following:

- Safety and security of staff and patients (physical security and protective clothing)
- Availability of beds/space for patients
- Adequate medical equipment
- Availability of medicine
- Ambulance Services
- Waiting period for patients to undergo surgery
- Functioning of the hospital in the provision of services
- Human resources available for the functioning of hospitals
- Compliance with the implementation of the *Batho Pele* Framework

Following the inspection, Commissioner Sejosingoe and the Inspection Team briefed the Management of the Hospital and the media on their preliminary findings, including areas of improvement. The Hospital Management welcomed the feedback from the PSC and committed to implement the proposed measures for improvement.



TEAM PSC CELEBRATES NESLON MANDELA DAY

Members of Team PSC at the National Office celebrated Nelson Mandela Day on 18 July 2016 at the Ebahleni Old Age Home in Centurion. Colleagues donated a water tank, clothes and gardening equipment to the Old Age Home. It was a day filled with love, peace and laughter. Well done to everyone who participated.



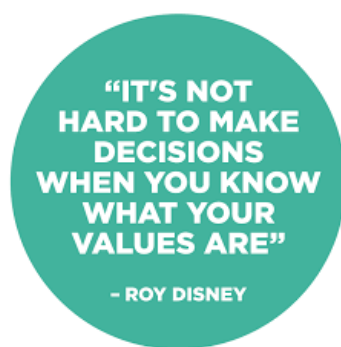
TEAM PSC PARTICIPATES IN THE WINTER GAMES

In its endeavour to contribute towards a PSC that is “alive and well”, members of Team PSC participated in the Winter Games on 12 August 2016 at Thaba Tshwane Sports Grounds. Colleagues showcased their sporting skills and well done to everyone who participated. Below are pictures of the event.



DEFINING OUR VALUES

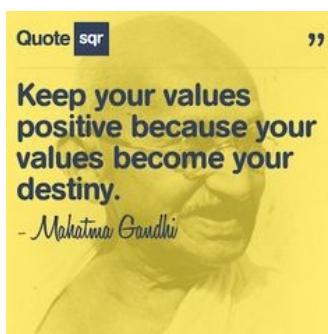
On 19 September 2016, Office of the Public Service Commission launched its **9 Values which define who we are**, during the Director-General's (DG) Information. At the Session, the DG briefed colleagues about the strategic planning sessions of the Organisation. But where does the values fit into the Organisation? or even strategic planning? The answer is that both the values and strategic planning are intertwined...here is why...



Values that defines us

A value defines the importance, worth, or usefulness of something; a person's principles or standards of behavior; one's judgment of what is important in life. Values are what we regard as important, what we in essence believe in...it means we do what we belief in

In the words of Mahatma Ghandi...Keep your thoughts positive because your thoughts become your words, Keep your words positive because your thoughts become your behaviour; Keep your thoughts behaviour because your behaviour become your habits, Keep your habits positive because your habits become your values, Keep your values positive because your values become your destiny.



The first important thing to understand is that I have my values as an individual. Perhaps I regard family as important to me...you may value something else as important...this is how we get to understand our own PERSONAL VALUES. Organisations also have to prioritize what is important to fulfill its mandate or to deliver on its mandate. The Organisation does this by identifying the values that are going to drive its mandate.

The organisation then tells its staff what values ie. culture it wants to see lived through the value, for example. The PSC value of **empathy: which means** the capacity to understand or feel what another person is experiencing from within the other being's frame of reference the capacity to place oneself in another's position. When we engage with each other in the Organisation we are expected to show empathy and the desired culture of the PSC will be more empathic



We value certain things as individuals and the Organisation values certain things

By Adv Khanyisa Mgwenyana

REPORTS TABLED IN PARLIAMENT

The following reports were recently tabled in Parliament

Discussion Document on Building a Capable, Career-Oriented and Professional Public Service to Underpin a Capable and Developmental State in South Africa

The Discussion Document starts off by reflecting on the achievements in the development of the South African Public Service in the first two decades of democracy. The Document then analyses the key attributes of developmental states and this forms the conceptual basis for the analysis of the characteristics of the SA Public Service. The Document then turns to the key characteristics of the Public Service, both empirically and idealistically, and makes recommendations for reform.

In building a capable, career-oriented and professional public service to underpin our capable and developmental state, the PSC has focussed on the following attributes of Public Service: A values-driven public service; Recruitment; Promotion and career path; Role of performance management; Competencies of public service leadership; Political-administrative interface; Capacitation/training and its funding in the public sector and the Role of Public Service Commissions.

The Discussion Document sets out the key changes the South African Public Service needs to make in order to build a capable, career-oriented and professional Public Service to underpin a developmental state. The PSC will turn the Discussion Document into a strategic framework containing the PSC's recommendations for the direction of change in the further development of the Public Service. The recommendations will be further discussed with decision-makers in the Executive, Parliament and senior public servants who have a role in adopting and implementing the recommendations.

Report on the assessment of the effectiveness and efficiency of the Office of the Chief State Law Adviser (OCSLA)

The OCSLA plays an important role in ensuring that the machinery of government operates effectively within the rule of law and in a manner that is consistent with the values, principles and spirit of the Constitution of South Africa, 1996. It also provides "*legal advice, representation and legislative drafting services to the executive, all state departments, state owned enterprises and autonomous government bodies*".

In the past few years, the PSC received a number of grievances relating to the internal operations of the OCSLA and isolated concerns by stakeholders about the quality of services provided to departments. A thorough analysis of grievances received from the OCSLA revealed that there are operational challenges related to the workload, reporting lines, quality assurance, performance standards and management of staff and work. Concerns from stakeholders relate to the constitutionality of certain laws based on the advice provided by the OCSLA and the quality of advice given on various legal matters, including legislation and international agreements. Accordingly, the PSC identified a need to assess the functioning of the OCSLA.

REPORTS TABLED IN PARLIAMENT (cont...)

The study has highlighted the strengths and the weaknesses of the OCSLA. The independence of the OCSLA came under the spotlight and debates for and against its independence yielded thought-provoking results. What is important to bear in mind is the fact that the OCSLA is not a constitutional institution. In order for it to have the status equated to the NPA as it was proposed during the discussions to have, legislative changes will be to be made. While there were many positive and negative issues raised in the report, the PSC has outlined a few recommendations, which if properly implemented, would reinforce some of the existing systems and processes and simultaneously address some of the weaknesses.

Report on the assessment of the effectiveness and efficiency of the Office of the State Attorney (OSA)

Certain court cases and public concern in relation to the OSA prompted the PSC to undertake a study into the effectiveness and efficiency of the processes and practices of the OSA. Through the study, the PSC also set out to establish whether there are clear service agreements between the OSA and government departments.

Based on the findings, the PSC makes certain recommendations with regard to, amongst others, a more realistic distribution of work, an independent Work Study to determine whether the capacity of the office is sufficient to deal with the workload, a retention for its highly qualified and competent employees and the implementation of previous recommendations.

The PSC trusts that the information produced in the report and the recommendations made will be met with enthusiasm towards transforming the effective and efficient functioning of the OSA. The PSC strongly believes that the attorneys at the OSA are competent and possess all the attributes required to function as efficiently as a successful private law firm.

The full reports can be accessed on the PSC website <http://www.psc.gov.za/>

INFORMATION RESOURCE CENTRE

Book Review

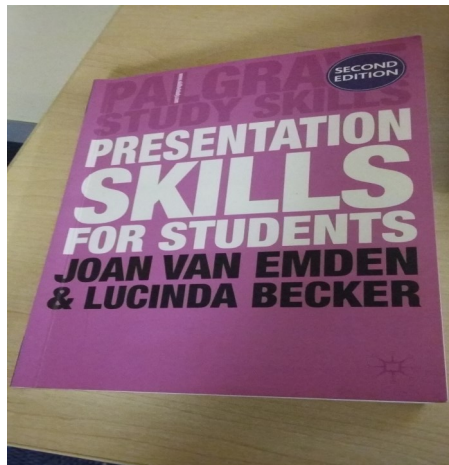
Title: Presentation skills for students

Editors: Joan Van Emden and Lucinda Becker

Year: 2010

Publisher: Palgrave Macmillan

Reviewed by: Molebogeng Mothotoana



Abstract:

Presentation Skills for Students is a practical, accessible guide for all students in further or higher education. It discusses speaking effectively in seminars, tutorials and formal presentations and helps with career research including a practical step-by-step guide to a successful job interview. Regular checklists and the friendly down-to-earth style make this an ideal reference tool.

The book:

- reflects the changes in technology
- includes new material in the job search and job interviews chapter
- highlights the hazards of using social networking sites
- Includes illustrations, which add both clarity and humour.

Jokes

Joke 1: An elderly man remembers the good old days: "when I was young, my mom could send me to a shop with a single \$ (dollar) , and I would bring back a bag of potatoes, 2 breads, a bottle of milk, a piece of cheese and 10 eggs. These days that's impossible – there are simply too many security cameras.

Joke 2: A man had been slipping in and out of a coma for several months, but his wife stayed by his bed side every single day. One day he finally opened his eyes and said to his wife:

"You've always been with me through the bad times. When my business failed, you supported me. When I got fired, you were there. Also when I got shot, you were by my side. When we lost our house and my health started failing, you were still by my side. So you know what it means?"

"What, my darling" his wife asked, smiling bravely.

"I think you really are bad luck," the man said.