

CELEBRATING TEN YEARS OF DEMOCRACY - ACHIEVEMENTS AS SEEN BY THE DG



DG, Mpume Sikhosana

Ten years ago, South Africans went to the Polls to vote for the Government of their choice for the first time. This year we celebrate our tenth year of democracy. "Since 1994, government has engaged in a vigorous process of transformation that includes a new Constitution, transformation of the State machinery, changes to almost all policy, all geared toward changing the Apartheid State and society into a democratic society based on the principles of non-racialism and non-sexism. Most evidence suggests that government has made remarkable progress in transforming the State machinery to make it more responsive to the needs of citizens and to make it more accountable" (Towards a ten year review, 2003: 10-11).

It is critical to note that the Public Service Commission (PSC) is part of the State machinery, hence the focus on the PSC and how it has performed during the last five years in particular.

Five years ago, the new PSC took office under new legislation and in terms of the Constitution of 1996. Gone was the old Commission for Administration as well as the post-1994 Public

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COMMISSIONER**



Former Minister for Public Service and Administration, Dr Zola Skweyiya, opening the doors of Commission House for the first time

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Service Commission under the interim Constitution of 1993. The current PSC, which came to effect in 1999 saw a radical shift in terms of role and function. The change was embraced positively by all stakeholders and the PSC has never looked back since. To signal a new era, the PSC relocated from Batho Pele House to Commission House in Arcadia. To ensure regional representivity and access in all Provinces, the PSC established Regional Offices in all the nine Provinces.

Due to its good track record, the PSC has since been recognized as a powerhouse in terms of fighting corruption and mal-administration in the public service.

Some of the notable achievements by the Commission are amongst others, our participation in the formation of the National Anti-Corruption Forum (NACF), which was launched by Deputy President, Mr Jacob Zuma in June 2001 in Langa, Cape Town. This was the world's first anti-corruption coalition between the public and private sector as well as civil society. The NACF set the tone for a landmark cross-sectoral national cooperation in the fight against corruption. The PSC continues to offer secretariat services to the NACF.

The PSC also represented South Africa in the Global Programme Against Corruption in 2001 wherein the Country made an undertaking to prevent and combat all forms of corruption.

The efficiency and effectiveness within which the PSC went about its business saw it (PSC) attaining mantle of leaders and custodians of good governance and the ultimate authority in best practice in public management. In this respect, the PSC participated in a number of high profile investigations, which includes amongst others, the Desai Commission of enquiry. It is by no surprise that the PSC motto is "Custodians of good governance".



Some of the members of the first security team stationed at Commission House in 1999.

The PSC has improved citizens' participation in decision-making on policy and service delivery processes through the Citizens Forums. The concept of the Citizens Forums is a joint initiative between the PSC and the Portfolio Committee on Public Service and Administration, whereby institutions independent of the executive participate jointly with citizens in proposing practical measures to improve service delivery and contribute towards the consolidation of government's people centered development program.

The PSC has succeeded in advising stakeholders on developments in the public service, through its annual State of the Public Service Report. Today, the State of the Public Service Report is regarded by stakeholders as the most important tool that provides up-to-date strategic direction by highlighting important themes and trends.

Since its inception, the PSC has produced quality reports, which include milestone reports like

- Audit of Anti-corruption Capabilities of Departments
- Establishment of a Whistleblowing Infrastructure for the Public Service
- Investigation into the Management of Discipline in the Public Service
- The Dispute Resolution Mechanisms in the Public Service
- Best Practices on Risk Management Frameworks for the Public Service
- Evaluation of the National Housing Subsidy Scheme
- Evaluation of the Service Delivery Innovation of the Creation of Agencies at the Dept of Transport
- Citizen Satisfaction Survey: Overview Report 2001/2002
- Verification of Qualifications of Senior Managers in the Public Service;
- A review of South Africa's National Anti-Corruption Agencies;
- Report on the Effectiveness Management of National Hotlines
- Evaluation of Annual Reports as an Accountability Mechanism;
- State of the Public Service Report.

In light of the wealth of work generated by the PSC over the last five years, there is no doubt that we have in the past five years, contributed positively towards accountable and transparent public service and administration. However, we must not be complacent. We should continue to strive to become a center of excellence within the public service.

All reports produced by the PSC are accessible on the PSC internet @ www.psc.gov.za



IMPLEMENTATION OF A NATIONAL ANTI-CORRUPTION HOTLINE FOR THE PUBLIC SERVICE STILL MONTHS AWAY

On 7 April this year, the CSIR Convention Centre in Pretoria was abuzz with people interested in the fight against corruption and related ills. The purpose of the gathering was to outline the proposed implementation plan of the national anti-corruption hotline for the public service.

The workshop followed Cabinet's approval in August 2003, to establish one national hotline for the public service. This single national hotline is set to be housed within the OPSC.

Although there seems to be a high level of commitment among the stakeholders, the possibility of phasing out the existing hotlines proved to be more difficult than originally anticipated.

One of the key issues agreed upon at the workshop, was the establishment and maintenance of an internal referral and investigative capacity in each department and province. The establishment of this capacity, as Prof. Richard Levin indicated, will differ per department. Bigger departments will therefore not establish the same level of capacity as smaller departments.

If anything, the workshop proved that the implementation of a national anti-corruption hotline is more complex than previously anticipated.

According to Mr Roderick Davids, one of the co-ordinators of the project, "The decision by Cabinet to establish a single national hotline was informed by developments that took place since the National Anti-Corruption Summit held in April 1999". Amongst these developments, Mr Davids alluded, was the establishment of a number of hotlines, both in the provinces and in national departments.

Following the proliferation of hotlines in 2002, the PSC commissioned a report evaluating the effectiveness of these hotlines. The report found inter-alia uneven success in the management of hotlines with respect to information management, investigative capacity and financial resources. The report therefore recommended the establishment of one national hotline in order to overcome the problems of different standards, lack of effectiveness and poor resources.

Although the need has been identified, the challenge of meeting this need remains. It is imperative that all people who have an interest in the fight against corruption and related ills, pull together and make the single national anti-corruption hotline a reality

LETSEMA PROVIDES TOYS FOR KIDS

Several OPSC officials assisted with Letsema: Toys for Africa project recently.

Minister for Public Service and Administration, Ms Geraldine Fraser-Moleketi, as the patron of the project received 10 000 toys donated by Daimler Chrysler.

The Letsema Project is aimed at encouraging a spirit of volunteerism among people to enhance service delivery and promote self-reliance. The Minister explained that the project was aimed at "closing the gap" between government and the public.

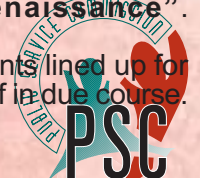
Mr J Mampuru, Ms R Khoza, Ms H Lediga, Ms M Adams, Ms J Matloga, Ms M Rasebopye, Ms L Mabunda, Ms G Kwenamore, Ms B Ndhlovu and Mr E Selolo all assisted with the project in areas such as Pimville and Soshanguve on a voluntary basis.

Africa Public Service Day

African Public Service Day is on June 21 this year.

In view of the fact that the 21st of June will be on a Monday, the Department of Public Service and Administration will be hosting the Africa Public Service Day on 19 June 2004 in order to accommodate family members and friends to join the celebration. The theme for this year's Africa Public Service Day is "**Public Service Capacity Building for the African Renaissance**".

More information regarding the event is lined up for the day will be communicated to staff in due course.



BATHO PELE CHANGE MANAGEMENT ENGAGEMENT PROGRAMME AND THE OPSC

The 5th of March 2004 saw the launch of Batho Pele Change Management Engagement Programme, by the Minister of Public Service and Administration, Ms Geraldine Fraser Moleketi, in Pretoria.

The launch attracted hundreds of civil servants from within the Ministry of Public Service and Administration as well as other government departments, the media, and other interested stakeholders.

The launch was by no means short of entertainment, as industrial theatre and the drumming session got the attendants in stitches, ululating, whistling, and drumming. The people's poet, Mzwakhe Mbuli, was the cherry on top, as he captured the attendants' attention with his rendition of new and old poems that were relevant to the occasion.

As part of the launch, all dignitaries and most officials signed a Pledge of Commitment to indicate their willingness to make positive change in line with the Batho Pele principles in their departments. One such dignitary was the OPSC's DDG for Corporate Services, Mr Ndabo Khoza. Mr Khoza was representing the Director-General, Mr Mpume Sikhosana at this occasion.

Izwi caught up with Mr Khoza and asked him what does the Batho Pele Change Management Programme mean to OPSC. This is what he had to say:

"The issue of Batho Pele in our scenario could be said to be two-pronged. Focusing internally, one could look at structures and programmes put in place to ensure proper support to the line function Branches. This is basically where the Corporate Services Branch comes in. The external focus of it could be attached to the services provided to stakeholders such as government departments, provinces, the Executive and so forth, as well as the service delivery monitoring and evaluation of the role of the PSC".

In this issue of *Izwi*, we focus on the internal structures, where we look at the role played by the Corporate Services' Branch to ensure that *Batho* within the OPSC are satisfied with the services provided to them and are able to get proper support that enables them to efficiently render services to *Batho* outside the OPSC.

Talking to Mr Khoza, one gets a sense that he is a man serious about ensuring that the Corporate Services Branch achieves the standards as set out in the Batho Pele principles. He is quick to point out that there is a need for accelerated service delivery, establishment of clear accountable structures, manager empowerment and ease of internal services' accessibility.

According to him, all members of staff have to know which official will assist them if they need a particular service and not start by first asking around, wasting valuable time that could have been utilized productively. For this reason, a Directory of Services is top on his list

of priorities. In fact, one of the features of the Information Knowledge Management System (*story on page 7*) will address this.

To him, just knowing where to get assistance is in itself not sufficient unless the officials who have to assist their colleagues, have relevant policies to refer to. It therefore comes as no surprise that finalisation and popularization of policies also feature prominently on Corporate Services' Branch's to-do-list.

In terms of alignment of staff training and development to EPMIS, Mr Khoza is the first to acknowledge that there is still a need for proper structuring, where the training needs that officials identify as part of EPMIS are carried out and their impact monitored. Monitoring of EPMIS, Mr Khoza alluded, needs to be intensified to ensure that our officials fully benefit from this new system.

The need to be accountable cannot be overemphasized. It is therefore important that "we continue training our Responsibility Managers on financial management, especially on how to responsibly handle budgets". Allocating the budgeting management responsibility to a specific official in the Financial Management unit therefore is one way we are trying to beef up our financial support structures for our Responsibility Managers.

On the information and technology front, Mr Khoza indicated that the assessment of IT literacy amongst staff has already been started. According to him, "this assessment is a starting point to show that we are serious about improving computer literacy and not just computer usage". Asked to elaborate, he said, "there are officials who have been using a computer for years but not been truly computer literate. What they have been doing all along was to punch information into a computer-generated template that is part of a particular programme".

In conclusion, Mr Khoza indicated that his main challenge is to ensure that financial allocations are informed by the strategic plan and not the other way round. What has been happening, Mr Khoza said, "is that the budget would come out around August and then we hold our strategic planning session months after that. Our planning cycle has to change to a situation where we plan, cost our plan, and then submit our budget requests to National Treasury". Although reluctant to commit himself to this new format fully taking place this year, Mr Khoza said that a serious attempt is being made to ensure that there are visible improvements "in terms of how we plan our business".

The external focus of the Batho Pele Change Management Programme will be covered in our next issue of *Izwi*.



CIVIL SOCIETY CALLS FOR MIGRATION OF NACF SECRETARIAT

Civil Society has called for the Secretariat of the National Anti-Corruption Forum (NACF) to be moved from the Office of the Public Service Commission.

This transpired at the Report Back Conference on the Signing of the United Nations Convention Against Corruption held in Pretoria in March this year.

According to Director: Professional Ethics Research and Promotion, Mr Roderick Davids, Civil Society asked to take over the role of the NACF Secretariat. However, Mr Davids pointed out that they were told to make a formal request to the NACF as the move may involve an amendment to the NACF Constitution.

The purpose of the conference, was to, amongst others, provide a strategic overview of the UN Convention against Corruption, the SADC Protocol against Corruption, the Organization for Economic Co-operation and Development Convention on Combating Bribery of Foreign Public Officials in International Business Transactions and the Prevention and Combating of Corrupt Activities. The conference was attended by about 100 delegates who ranged from Civil Society, Government and the Business sector.

The conference concluded that South Africa largely complies with the United Nations Convention against Corruption and in some instances far exceeds the requirements thereof and that the biggest challenge was to successfully implement current legislation with respect to combating corruption.



Minister Fraser-Moleketi, speaking at the NACF conference at CSIR earlier this year.

PSC ATTENDS CAPAM REGIONAL CONFERENCE IN MAURITIUS

The Public Service Commission (PSC) participated in the CAPAM Regional Conference, held in Mauritius from 16 to 18 March this year. PSC Chairperson, Professor Stan Sangweni and Mr Sifiso Ngema from the HoD Performance Management Monitoring Directorate represented South Africa at the Conference.

The conference, attended by eighteen countries of the Commonwealth, conducted an in-depth review of a few country case studies and experiences in the field of performance management for the public service. The conference covered the following three themes during the three days of presentations and deliberations:

- Managing performance in the public service sector: Objectives, implications and requirements;
- Improving performance management: The key components; and
- Integration and implementation of a performance management system.

If the experiences of other countries as presented at the conference is anything to go by, then South Africa appears to have made significant progress in the field of performance management for the public service.

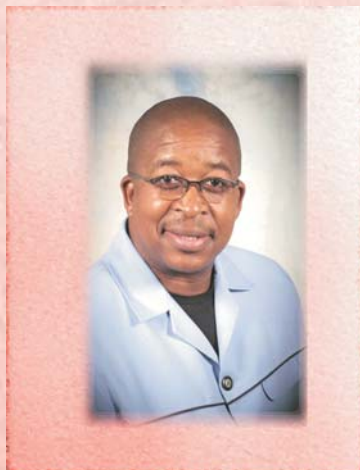
SA integrity rated 'strong'

On 29 April 2004 the Centre for Public Integrity, a USA-based non-profit and non-partisan organization released its Global Integrity Report conducted under its Global Access research project. At a media briefing held at Batho Pele House earlier this week, Minister Geraldine Fraser-Moleketi welcomed the report, which ranks South Africa sixth out of 25 countries in an index of corruption, openness and accountability.

South Africa was given a "strong" rating along with USA, Portugal, Australia, Italy and Germany. The Chairperson of the Commission, Professor Stan Sangweni, Commissioners Eddie Bain, Nozipho Mxakato-Diseko and Professor Richard Levin attended the media briefing.

You can access the report at:
www.publicintegrity.org





Paul Sonnyboy Helepi was born in the old township of Marabastad in Kroonstad and received his primary and secondary education at Maokeng Primary and Bodibeng High respectively. He completed his matriculation at Lebogang High in Welkom, after which he proceeded to the

Mphohadi College of Education, where he obtained his teacher's certificate. He taught in five high schools around the country in a teaching career spanning fourteen years.

He later resigned from teaching and joined the Unit for Research into Higher Education (URHE) at the University of the Free State (UFS). He was later appointed as Director of the Free State Higher and Further Education and Training Trust (FSHFETT), which is a consortium of twenty five colleges, universities, technikons, community, business and industry as well as the Provincial Department of Education in the Free State. Part of his job was to do capacity building for member institutions in areas such as quality assurance, programme development and access programmes. He also served as Manager: Support Services in the office of the Registrar: University of the Free State. His immediate responsibilities were the incorporation of the University of QwaQwa and Vista Bloemfontein Campus into the University of the Free State as well as driving the partnership initiative between the University of the Free State and the newly established National Institute on Higher Education in the Northern Cape. He was also the special advisor to the principal of the UFS on strategic issues.

He obtained a Bachelor of Administration (B.Admin) and the Master of Administration (M.Admin) degrees at UFS on the topic "An International Comparative Perspective on Ethics and Corruption in the Public Sector" and is at present busy with his Doctorate in Performance Management in Higher Education. He however has a broad field of interests that includes community issues, government service delivery and staff performance management, change leadership, gender issues and education.

Mr Helepi has taken up the position of Commissioner resident in the Free State since January this year.

The new Commissioner resident in the Western Cape will be profiled in the next issue of Izwi.

BIRTHDAYS IN MAY/JUNE

MAY

6	ODETTE RAMSINGH
9	PATRICIA MOKGOATJANE
18	EUNICE VD MERWE
20	ADRI COETZER
27	PHUME KHUMALO
29	THEMBI MDLETSHE

JUNE

26	GUGU KUNENE
28	WINNIE LEBESE

NEW APPOINTMENTS AND PROMOTIONS

Appointments

Mr. V.P Skweyiya D:PAI	Senior Forensic Investigations 1 April 2004
Mr. N Fumazele Regional Office EC	Administrative Secretary. 19 March 2004
Dr NV Maharaj Western Cape	Commissioner 1 May 2004
Mr FH Ngomane	Security Officer II 1 May 2004
Mr MM Mokgopa	Security Officer II 1 May 2004
Mr SP Sebotje	Security Officer II 1 May 2004
Mr PS Lefoka	Security Officer II 1 May 2004
Mr WPS Lebotse	Security Officer II 1 May 2004
Mr BC Lidzhade	Security Officer II 1 May 2004

Promotions

Mr. S.W. Ngema HoD: PMM	Director 1 April 2004
Mr. N. Khoza Corporate Service	DDG 1 November 2003





*Dugan Fraser
Technical Advisor:
M&E is co-
ordinating the pilot
project of the IKM
System.*

UPDATE ON KNOWLEGDE MANAGEMENT SYSTEM

The Information and Knowledge Management System is well on its way to being installed and operational at the Office of the Public Service Commission.

The hardware and infrastructural set-up needed to host the system are now in place and the OPSC have therefore the technical capacity to run and use the system. The organizational and skills issues now need to be focused upon.

The system software is close to being fully developed and is being tested and finalized at the moment. The Monitoring and Evaluation Project team is piloting the system and has had a range of different templates and formats put in place on which research can be entered.

The ability of the system to produce useful reports is now being tested in both the M&E system and in the financial components.

A group of “knowledge champions” was recently trained, and these people will promote and implement knowledge management practices in their daily work.

A “train the trainers” approach to user training is being adopted: this will see a group of about 20 staff members being trained who will then be responsible for training the people they work with in how to use the system.

We wish to acknowledge the support of GTZ who has made this project possible.

FIVE YEARS OF OPSC



Events for May/June 2004

May

- 1 Workers' Day
- 3 World Press Freedom Day
- 8 World Red Cross and Red Crescent Day
- 8-11 Tourism Indaba
- 12 International Nurses Day
- 15 International Day of Families
- 16 Candlelight Memorial Day
- 17 World Telecommunication Day
- 18 International Candlelight Memorial Day
- 21 World Day for Cultural Development
- 22 International Day for Biological Diversity
- 25 Africa Day
- 26 Commemoration of the Establishment of the African Union
- 31 World No-Tobacco Day
- 31 NSTF Science and Technology Awards

June - Youth Development Month

- 1 International Children's Day
- 4 International Day of Innocent Children's Victims of Aggression Day
- 5 World Environment Day
- 8 World Oceans Day
- 12 World Day Against Child Labour
- 16 National Youth Day
- 16 Day of the African Child
- 16-21 National Epilepsy Week
- 17 World Day to Combat Desertification and Drought
- 20 World Refugee Day
- 21 National Epilepsy Day
- 26 International Day in Support of Victims of Torture
- 26 International Day against Drug Abuse and Illicit Trafficking

LIST OF COMMISSIONERS

At the end of last year, the contracts of seven Commissioners came to an end. The vacant posts were advertised accordingly and were duly filled. Members of the Commission are now as follows:

Re-appointed (re-appointment dates in brackets)

Professor SS Sangweni,
Chairperson (1 July 2004)
Mr JH Ernstzen, Deputy Chairperson
(1 January 2004)
Dr EG Bain, Member (1 January 2004)

New Commissioners:

Ms N Mxakato-Diseko (appointed with effect from 1 January 2004)

Nominated by the Provincial Legislatures:

Re-appointed: (in brackets, is the name of the province and the re-appointment date)

Ms MRV Mokgalong, Member (Limpopo Province. To be based in Pretoria with effect from 1 July 2004)
Mr JDS Mahlangu, Member (North West Province – 1 January 2004)
Mr DW Mashego, Member (Mpumalanga – 1 January 2004)
Mr M Msoki, Member (Eastern Cape – 1 January 2004)
Mr KL Mathews, Member (Northern Cape – **the post will only become vacant in November 2004**)
Dr R Mgijima, Member (**Gauteng – the post will only become vacant in September 2005**)

New Commissioners:

Ms PM Tengeneni, Member (KwaZulu/Natal – appointed from 1 January 2004)
Mr P Helepi, Member (Free State – appointed from 1 January 2004)
Dr NV Maharaj, Member (Western Cape – appointed from 1 April 2004)
Mr KE Mahoai, Member (Limpopo – appointed from 1 July 2004)