

Custodian of Good Governance
OPSC Access/Redress Presentation to the
Portfolio Committee on Public
Administration - 2 March 2007



Background

- The Constitution mandates the PSC to, among others, "investigate, monitor & evaluate" and "propose measures to ensure effective and efficient performance"
- White Paper on Transforming Public Service Delivery (*Batho Pele*) (s11) "The DPSA will work in conjunction with the PSC to ensure that departments' progress in implementing *Batho Pele* is systematically monitored"

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Presentation outline

1. Background
2. Approach to the study
3. Previous studies
4. Aims of the studies
5. Methodology applied
6. Access principle: Findings
7. Access principle: Conclusion and recommendations
8. Redress principle: Findings
9. Redress principle: Conclusion and recommendations

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Approach to the study

- The study conducted as one:
 - (i) combined workshops,
 - (ii) questionnaires distributed and collected at the same time using the same contact persons
 - (iv) one service provider contracted & two reports

There are similarities in the methodology and approach of both studies

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Previous *BP* studies undertaken

- PSC (1999) –covering all principles & not in-depth analysis. It was felt that there was a need for in-depth analysis looking at each principle
- PSC (2003) Citizen Satisfaction Survey: Overview Report (Piloting of the tool in four Depts Education, Housing, Health & Social Development
- PSC (2004) Citizen Satisfaction Survey: Criminal Justice Sector
- PSC (2004) Evaluation of Service Standards (Batho Pele Principle) in the Public service

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Aim of the studies

- Evaluate the performance and compliance of national and provincial government departments in implementing procedures intended to improve:
 - (i) access and
 - (ii) redress

As required by the Batho Pele White Paper. 6



Aim of the studies (Cont.)

- Assess the degree to which departments comply;
- Benchmark;
- Draft good/best practice model; and
- Make generic recommendations

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Methodology: Sampling

Scope: All national and provincial government departments were included except:

- (i) NIA;
- (ii) SAMDI;
- (iii) SANDF;
- (iv) SASS; and
- (v) The Presidency

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Methodology: Instrument development

- Intended to use face-to-face interviews with HODs
- The difficulty of securing appointments with HODs led to an adoption of self-administered questionnaire approach
- Each department was asked to designate an official to serve as a contact person to oversee the collation of doc and completion of questionnaire

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Methodology: Data collection

- Questionnaire workshopped with all the identified departmental contact persons
- Departments were given three months to complete the questionnaires & provide supporting documentation

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Access: The *Batho Pele* principle

All citizens should have access to the services to which they are entitled

Legacy of apartheid discrimination

Physical location

Knowledge of where service delivery points are

Ability to get into buildings especially the disabled

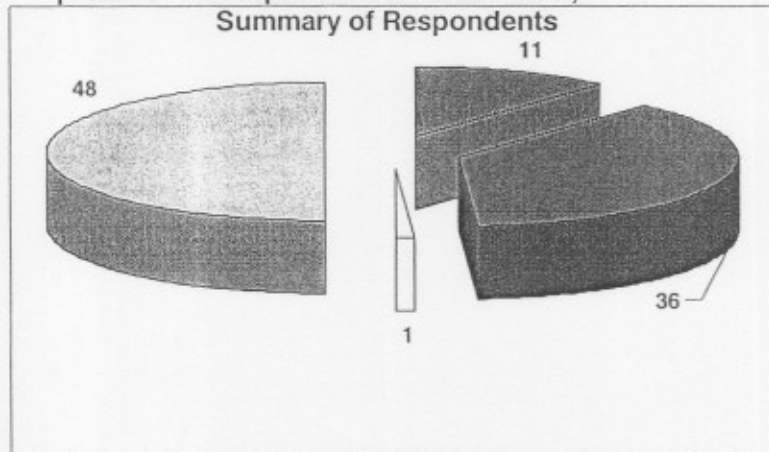
Ability to find your way around govt. buildings ¹¹



Access: Respondents

Out of 130 public service departments targeted, the profile of the respondents were as follow;:

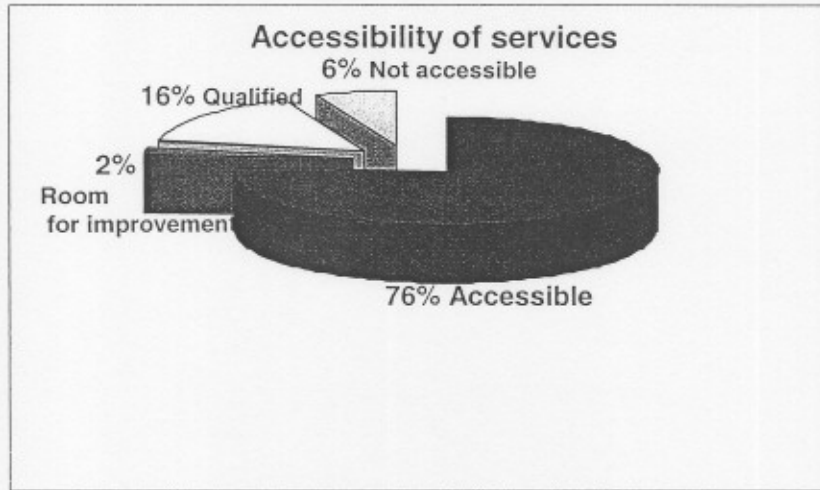
Summary of Respondents



□ Gen Manager/ HOD/ CD/ Executive Manager □ Asst Commissioner
■ Dir/ Snr Manager/ COO ■ Dep Dir/ Manager/ Asst Manager/ Dep Manager¹²



Accessibility of services



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Measures to improve access to services

- Measures in place in 90% of national and 86% of provincial departments

Measure	% National	% Provincial
ICT & the media	85	77
Websites	90	71
Partnerships with external service providers	80	70
Regional offices	75	66
Indigenous languages	80	61
Help desks	65	61
Flexible hours of work	80	48
Call centres/ toll-free lines	70	44
Use of service runs	55	42
MPCCs	65	33



Improvement as a result of measures implemented

Resulting from implementing measures to improve access:

- 70% of national Departments indicated that there was an improvement; while
- All provincial departments indicated that there was an improvement

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Communication policy and strategy to raise awareness

- 90% national departments have communications policy & strategy; and
- 71% of provincial departments have policy and strategy

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Communication strategies utilised to market services

Means through which services are advertised	% National	% Provincial
Radio	90	82
Newspaper	95	81
Leaflets	85	80
Newsletters	80	68
Electronic media	85	67
Television	90	41
None	5	4
Other	50	13

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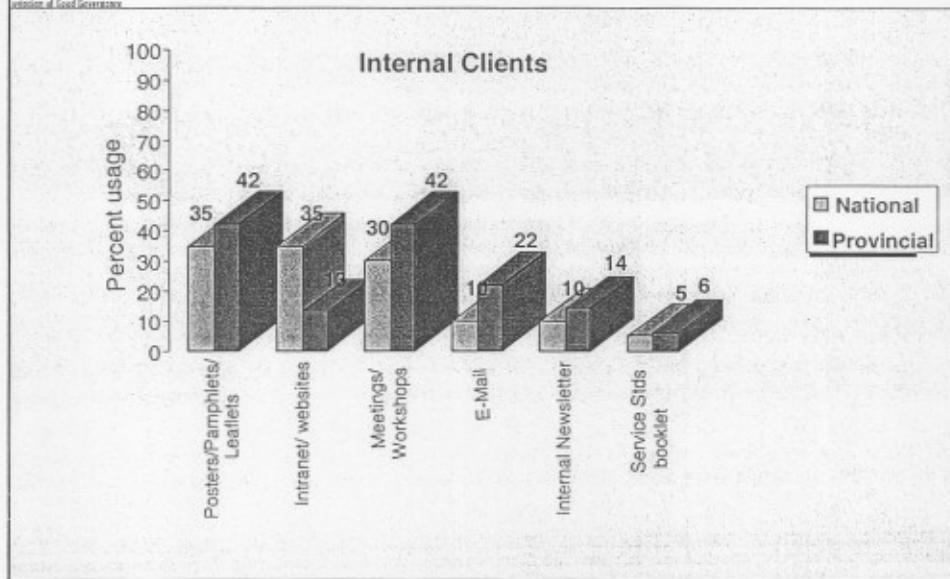
Factors influencing the choice of communication strategy

Factors influencing the choice of communication strategy	%National	%Provincial
Geographic reach	50	48
Socio-economic	15	30
Budget/ financial constraints	20	18
Needs of community	15	13
Language	-	10
Nature of campaign	20	8
Strategic objectives of the department	15	3
No specific/ not applicable	55	18

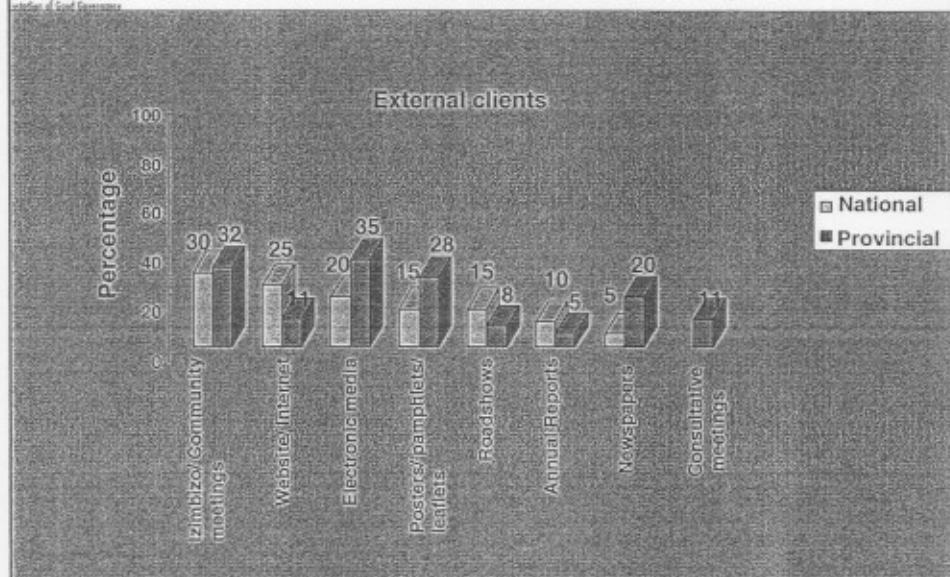
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Tools for communicating access standards



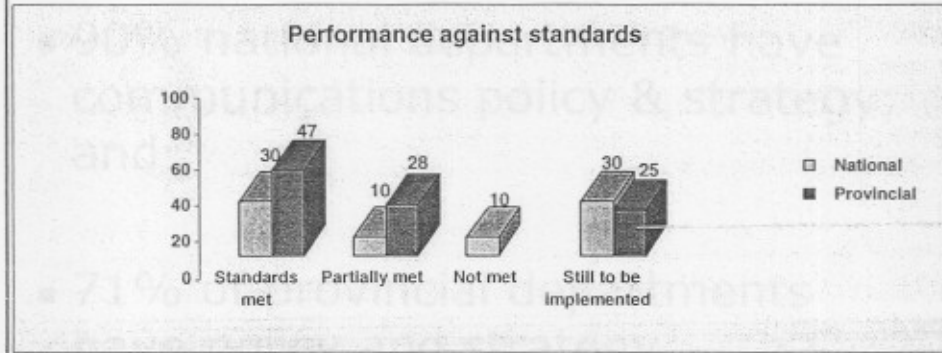
Tools for communicating access standards





Development of access standards

- 50% national and 46% of provincial departments have developed access standards 50%



Reasons advanced for not meeting the set standards

- Inadequate resources and infrastructure
- Still to be implemented in other directorates within particular departments
- Translation into local languages

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