

1 day comprehensive update on the new

Single Public Service Bill

A practical evaluation of the Bill's propositions and possible future impacts on public service governance and service

13th November 2008

Garden Court Hotel, OR Tambo, Johannesburg

Attend this vital 1 day update and gain answers to the following questions and challenges:

- Will a Single Public Service provide the structures that will aid management of performance and promote culture and values that entrench service delivery excellence?
- Could a Single Public Service ensure organisational change?
- Will the Bill allow for embracement of cutting-edge technological advancements?
- Is there really a need for the new Bill and what are the current public service critiques?
- What will it take to improve public service, and is this Bill the only answer?

08.00 Registration and early morning refreshments**08.30 Opening remarks from Chairperson**

Professor Harry Ballard, Head of Department: Public Management Faculty of Business, Cape Peninsula University of Technology

08.45 Improving the delivery of public services to the people of South Africa through a Single Public Service (SPS)

- Examining the vision of the SPS, for public service excellence
- Strategically aligning the different levels of government to harmonise the conditions of service across national, provincial and local public service
- Establishing standard working and employment conditions for all government employees to enable free movement of staff and the improvement of performance levels
- Ensuring the existence of capable and sustainable service delivery institutions in all levels of government
- Improving access to public service by creating new service delivery points
- Exploring the effects of a SPS on local municipalities, democracy, accountability, roles, functions and categories. Defining and protecting the interests of local government in the pursuit of improved public service

Mashupye Herbert Maserumule, Senior Lecturer, Public Management, Tshwane University of Technology

09.30 Enabling government service delivery through e-technology: what the government is capable of doing and when it could happen

- The one stop public service website, is it possible and how?
- Understanding how citizens interact with government services through electronic mediums
- Developing the user friendly technologies and methodologies that will allow interaction
- Ensuring the positive use of e-government service delivery
- Improving the understanding of how different user populations interact with electronic government services
- Cost-effective solutions for improving the quality and accessibility of government services on-line
- Identifying the delivery phase of e-government to ensure optimum public service opportunities

Hannes Venter, Industry Solutions Manager for Public Service, SAP Africa

10.15 Mid morning tea and networking**10.35 Case Study: South African Post Office – integrating technology to improve service delivery**

The SA Post Office has assisted local government with service improvement through the use of its technology and delivery channels – in line with the vision of the SPS. This session will illustrate how government departments can work together.

Derick Bayard, Government & International Relations - IT, SA Post Office

11.20 Aligning performance management and measurement across the 3 levels of public service to create and encourage service delivery innovation

- How the same performance standards can be applied across all 3 levels of the public sector
- Understanding the relationship between performance management and service delivery
- Aligning departments and all 3 spheres of government within one strategic area to bring about the full impact on service delivery
- Standardising government departmental, provincial and municipality goals
- Enhancing service delivery through a government-wide performance measurement system
- Building local service delivery excellence in the municipalities
- What produces award-winning service excellence?
- Establishing why managers are the drivers of performance in the public sector
- Recognising what 'customer service excellence' really means to the public
- Understanding and shaping the role of each employee for service excellence

Leon Briel, Managing Director, Executive Business Solutions

12.05 Lunch and networking**13.05 Changing of accountabilities within the municipalities - promoting good governance across all public sectors and enhancing governance practices under a new SPS**

- Understanding how and if the new SPS will affect the municipal budget, its governance and the use of revenue
- Differentiating the functions of local, provincial and national governance
- Examples of how a SPS will affect performance of municipal public service

Professor Harry Ballard, Head of Department: Public Management Faculty of Business, Cape Peninsula University of Technology

13.50 Pension Funds: analysing and understanding the challenges facing the alignment of pension funds with a SPS

As guardians of pension fund schemes, all 3 levels of the government have a responsibility of providing their employees with the best possible retirement package. With the affects of its employees' future livelihood at stake, any changes to pensions will always be an emotive and highly controversial subject. This session will explore the pressing concerns of public sector employees, the unions and the pension fund organisations:

- A single public service, a single government pension?
- Exploring the impact on existing pension funds
- Realising the vital significance of the pension options
- Will the impact of changing pensions have a negative effect on the workforce and therefore service delivery?

Johan Koen, General Secretary, IMATU

14.35 Case Study: Johannesburg Municipal Owned

Evaluating the current financial benefits of Municipal Owned Entities - Do they improve or hinder service delivery and how this fits in with the new SPS

- Generating financial benefits for municipalities and service users through municipal owned entities

Victor Penning, DA Councillor & Spokesperson on Finance, City of Johannesburg

15. 20 Mid afternoon refreshments and networking**15.40 Implications of collective bargaining and labour relations as a result of the new SPS**

- A single public service, one employer?
- Who are the employees and unions bargaining with?
- Could the country grind to a halt if all government employees go on strike? What would happen to public service?

Danie Carstens, National President, IMATU

16.30 Chairman's closing remarks**16.45 End of Single Public Service Bill Update**