

FOR PSA MEMBERS: *GENERAL 11/2023*

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Public Service Day: PSA calls on government to repair public sector to boost service delivery

The PSA regards Public Service Day on 23 June as a reminder of public-sector employees' efforts to provide citizens with high-quality service.

The public sector as the country's largest employer, however, continues to face severe challenges owing to government's poor resource management, fraud, and corruption, which have resulted in multiple challenges such as understaffing, poor remuneration and worker benefits, attacks on collective bargaining gains, and low morale amongst public servants.

Ensuring that an organisation has adequate workers to execute day-to-day duties boosts productivity and workplace morale. Being understaffed increases public servants' workload and impacts on service delivery. Public servants are unable to cope because of under-capacitation and extended suspensions, as they are expected to take on the responsibilities of suspended co-workers. These are some of the contributors to service-delivery failures, as manifested by ongoing service-delivery protests by disgruntled citizens.

Long-term suspensions in the Public Sector create a void in departments, resulting in poor service-delivery outcomes. In this regard, the PSA has registered an unfair labour practice dispute under section 186(2)(b) of the *Labour Relations Act*, challenging the unfair suspension of some of the Union's members for more than 60 days. The PSA further continues to push the Department of Public Service and Administration to address capacity issues, whilst also attracting young individuals to the Public Service to address the impact of age-related retirements and resignations.

Public Service Day serves as a reminder of the importance and virtue of being in service. It is a call to innovate, improve professionalism, raise the profile of the Public Service, and restore faith in the Public Service. However, public servants cannot achieve these goals if their basic needs are left unattended. Housing, medical-aid support, fair remuneration, and the completion of all pending agreements have the potential to transform the country's service delivery, luring young people to the service, and repairing the Public Service's tarnished image.

GENERAL MANAGER

