

KEYNOTE ADDRESS BY PREMIER JOB MOKGORO ON THE OCCASION OF INTERACTION WITH SENIOR MANAGERS IN THE PUBLIC SERVICE AT THE ORION SAFARI LODGE IN RUSTENBURG ON 05 OCTOBER 2018

Programme Director,
Members of the Executive Council present,
Executive Mayors,
Heads of Departments,
Administrators appointed to Departments,
Chief Executive Officers of State Owned Entities,
Municipal Managers,
Senior Managers in the Public Service,
Ladies and gentlemen,
Good morning.

Let me, from the outset thank all of you for having responded positively to the invitation to come and interact with one another today.

On July 10 this year, I commenced with the process of engaging with public servants at the Mmabatho Convention Centre across all levels in the Provincial Public Service at the Mmabatho Convention Centre.

We met at a time when I had just been office for only three weeks following my election as Premier on June 22 this year.

As I stand before you this morning, circumstances that necessitated the July 10 gathering have not changed a bit – we meet today to respond to the urgent need to deliver quality services to all the people of the North West Province.

However, the only difference today is that this is a session to engage strictly with the leadership of the Provincial Public Service; therefore this meeting is of critical importance to the ability or inability of this government to respond positively to the needs of our people.

You would do well to remember that earlier this year, our people demonstrated through protests, some extremely violent leading to the destruction of public and private property in almost all major towns, townships and villages across the province – that because they are of the view and belief that this government of theirs was no longer listening to them, serving them thus eroding any confidence they might have had in this government.

Government services came an abrupt halt and business was brought to a complete shutdown as a result.

This trust deficit between the people and the ability of government to deliver on its mandate thus led to a change of government's political leadership in the province; with the strong belief that this will lead to the erosion of that trust deficit.

We are hereby tasked with ensuring that we regain that confidence of our people in this government of the people, for the people, by the people and

that can be achieved if we all pull in the same direction, with the same pace but with more commitment and vigour to change the lives of our people.

Ladies and gentlemen, public service must be more than drawing salaries at the end of the month; it should be about doing the community a good service in an efficient, committed and honest manner; it must be a complete dedication to the people and to the growth of a nation.

I believe that there's no higher calling in terms of a career than being in the public service; it provides us with an opportunity to make a difference in ordinary people's lives and improve their livelihoods.

Colleagues, this democratic government has put systems in place to enable us to measure our ability to deliver quality services to the satisfaction of those intended to receive those services.

Chief amongst those measures I am referring is the Batho Pele Principles; some of which I deem critical and I will dwell a bit into them;

1. Consultation – wherein citizens are to be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered
2. Service standard – where citizens should be told what level and quality of the public services to which they are entitled

3. Access – wherein all citizens should have equal access to the services to which they are entitled
4. Courtesy – which tell us as public servants that citizens should be treated with courtesy
5. Information – wherein citizens should be given full, accurate information about the public services they are entitled to receive
6. Openness and transparency – this to ensure that citizens are informed as to how national and provincial government departments are run, how much they cost, and who is in charge
7. Value for Money – this means public services should be provided economically and efficiently in order to give citizens the best possible value for money
8. Leadership and Strategic Direction – this simply alludes to the fact that good leadership is one of the most critical ingredients for any successful organisation and we are not exempted from this. Basically, all organisations, including government departments and state-owned entities as well as institutions need to be led by people who set high standards and are exemplary, have the vision to lead and have people who are properly placed through those organisations to ensure that

proper, quality services are delivered to the communities that need them.

Ladies and gentlemen, I have painstakingly but deliberately gone through some of these key Batho Principles as a measure to ensure that we are all reminded of why and how we are expected to provide a better life to the people of this province.

I cannot be leading a non-responsive public service that has a management that is not willing to pull its weight and rally behind the calls by the governing party as well as the Provincial EXCO for all to pull up their socks.

We need to change our attitude as public servants and view this as more than an occupation to put food on the table.

A wise man once said that “a bad attitude is akin to a flat tyre, you won’t go anywhere if you don’t change it”.

When I was elected as Premier of the North West, I made a commitment to the Legislature and the people of the North West that one of the main priorities that we are seized with; will be the complete erosion of the trust deficit between our communities throughout the North West and the provincial government for the remaining time period of this 5th Provincial Administration.

This is why we need to ensure that we are exemplary as the Batho Pele Principles prescribe to achieve that single most important task of uniting the province and restore people's confidence in the ability of government to deliver quality services.

Corruption, as well as allegations thereof, should be a thing of the past and I wish to reiterate what I said on July 10 this year that we will not allow our government departments to become a breeding ground for corrupt activities.

Ladies and gentlemen, the party is indeed over; it is time to roll up our sleeves and get to work but for that to happen, senior management must be exemplary in their conduct as well as in the execution of their duties.

Your leadership of the public service, as senior managers, is very important as it doesn't only influence the satisfaction of your subordinates but it also influence the performance of the public service at all spheres of government and state owned entities.

Your ability to lead, ladies and gentlemen, remains a key component towards attaining good governance, good planning, efficiency, transparency and accountability.

As senior leaders in the public sector, you are expected to follow and monitor adherence to rules and regulations as well as be able to give clear direction on how things to need to be done in line with the Batho Pele Principles.

Ladies and gentlemen do lead by example.

The people of this province expect us to change their lives for the better and working together we can achieve that within the remainder of this administration's term leading to the next general elections in 2019.

We cannot be having senior public servants who have seemingly adopted a "don't care attitude" leading to loitering, absconding from work without any consequences; no, we cannot afford to have that if we are to turn the fortunes of this government and its people around.

The Section 100 (1)(a) and (1)(b) interventions brought about by a resolution of Cabinet earlier this year following those violent protests I alluded to at the beginning, are at an advanced stage and we are regularly providing progress reports to the Inter Ministerial Task Team on work done to make ours a much more healthier provincial administration; which will be for the benefit of those that depends on us for provision of quality services.

Appointed Administrators to oversee the necessary interventions in some of the departments are hard at work to make ours a better public service than

before but without your commitment and guaranteed support, we will be on a path to failure and that, I will not allow to happen.

I wish to therefore appeal to all of you present, and your colleagues who are not present here today, to co-operate with the Administrators and where there are no administrators, the same applies to you, pull up your socks.

Colleagues, like I said when I was elected to the Office of the Premier, it is up to us to ensure that we are able to hand over a sound and solid administration in 2019 which is not characterized by scepticism, lack of trust and accountability, allegations of rampant corruption and poor leadership.

We need to ensure that the tragic events of April and May 2018 never occur again – it is only us as government that will give our people reasons to go back to the streets if we don't listen to them.

We have committed to ensuring clean governance, prioritise the delivery of services, a financially stable provincial government, to respond the communities' concerns relating to insufficient and ineffective delivery of services, wasteful usage of public resources, eradication of poor leadership as well as stepping up the fight against corruption so as to rebuild trust with communities; all of you are at the coal face of that revolution, let us do that

with absolute distinction and that can only mean that we need to step up our service delivery game.

You are the foot soldiers of this revolution.

We are all responsible to mop up and correct the shortcomings and challenges that the Inter Ministerial Task Team has identified in the provincial government identified from the various consultations that have taken place since June this year as we work towards restoring stability in the North West.

Our country is beset by sporadic protests of violence; all these aimed at government primarily lamenting poor or lack of service delivery, from Bonteheuwel on the Cape Flats, Westbury in Johannesburg to Ramokokastad in the Moses Kotane Local Municipality, our people are demanding better services – the public service needs to be ready to respond to the needs of the people who voted this government into office rather than be reactive to violent protests.

You are the first port of call to implement programmes of government aimed at improving the lives of South Africans and as senior managers, I expect you to play a pivotal role in changing the lives of our people.

Colleagues, President Cyril Ramaphosa announced an economic stimulus package at the end of last month to rescue our country from the economic downward spiral and I expect you as senior public servants to acquaint yourselves with the six key elements of that package.

We cannot be having public servants who, when policy pronouncements are made, view those policies as some far away animal; we need to be well aware of what the stimulus package says about our role as senior public servants.

It is therefore imperative that each and one of you familiarize yourselves with that economic stimulus package.

In the past three months since taking office, we have engaged various internal and external stakeholders as part of our 100 Days in Office programme with the aim of making sure that we as government, business, organised labour and civil society pull together in one direction to realise a better, healthy and prosperous North West Province,

This does not have to exclude you; this not be viewed as the Premier's programme, it should be your programme that is led by the Premier but implemented by all of you.

We are in this struggle together and all of us should play a heroic role towards winning the war against the triple threat of unemployment, inequality and poverty.

We should not be like a man called Ramatheola, who when men were called to battle, his head was lying on a woman's thighs.

When asked why Ramatheola is not going to war like others, the response was ***"ga se bogatlapa go sala ga gagwe mme ke go sala a godisa motse, a oketsa morafe wa Phokeng"***.

Let us heed the President's call that we should be active participants in the shaping of this country's destiny and the future of our children as well as all other generations to come.

With those words, Programme Director, I would like to thank each and every senior public servant here for their undivided attention.

I thank you.

