



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA



Road Traffic
Management Corporation

NATIONAL TRAFFIC

indaba
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A Caring Public Service

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Why A Caring Public Service?

To ensure that employees deliver intended outcomes.

To address critical elements of people side of service delivery.

To enforce adoption and usage of technology.

To define a structured process and set of tools.

To improve and alter how new work processes are done.

To ensure organizational capability for change management.

To recruit and nurture capable workforce.

Key Pillars of a Caring Public Service

Integrity

- Corporation in an **ethical, truthful, and accurate manner consistent** with the professional discipline of law enforcement, order, discipline and mobility on our roads

Accountability

- The undertaking to **be open, honest and accountable** in action as law enforcers and road safety champions.

Transparency

- The subscription to the **principles of good governance** and the facilitation of free and reasonable access to information within the confines of applicable prescripts.

Teamwork

- The **establishment and maintenance of shared goals** by building internal and external relationships, furthermore by placing emphasis on working together by providing support through collaboration while upholding dignity and respect between and among partners

Consultations

- All stakeholders should be consulted on **the nature, quantity and quality of services** to be provided in order to determine the needs and expectations of the end users.

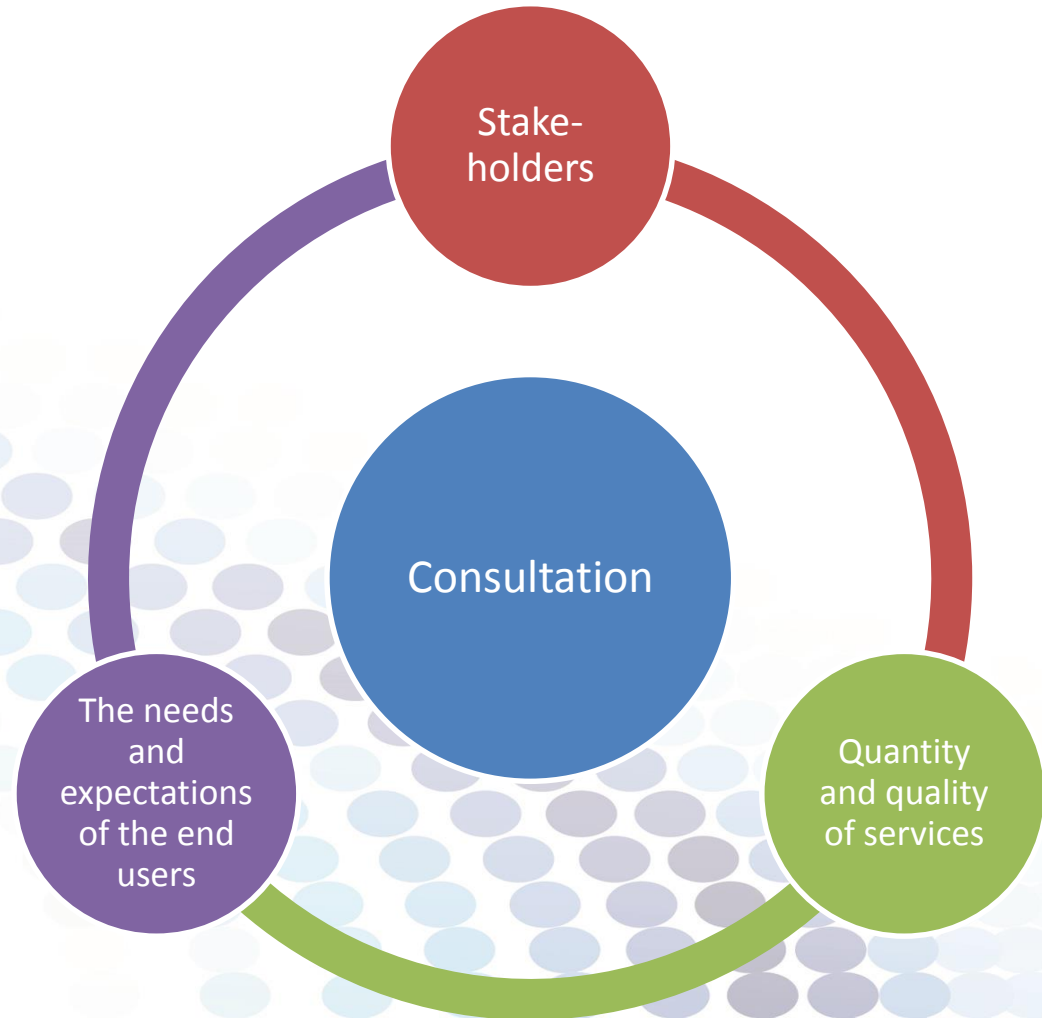
Service Standards

- Citizens should be told what level and **quality of public services** they will receive so that they are aware of what to expect.

Pillars of a Caring Public Service 1 of 3

- **Service Standards**

Citizens should be told what **level and quality** of public services they will receive so that they are aware of what to expect.



Pillars of a Caring Public Service 2 of 3

Ensuring Courtesy

- Citizens should be **treated with courtesy**

Access

- All citizens should have **equal access to the services**

Information

- Citizens should be given full, **accurate information**

Pillars of a Caring Public Service 3 of 3

Openness & Transparency

- Citizens should be **told how departments are run**, how much they cost and who is in charge

Redress

- **Establish a mechanism for recording any public dissatisfaction**

Value for Money

- **Public services should be provided economically and efficiently**

Paving the new way for the Law Enforcement

2015, the development of a white paper on the Police as well as Safety and Security

The **white paper** seeks to achieve the following:

- A demilitarised police (service)
- Community-centred policing
- Introducing the concept of accountability

This is in line with the 2030 National Development Plan (NDP)

The establishment of the traffic law enforcement review committee **maps the way** for the traffic law enforcement to follow suit

Key Pillars on the Code of Conduct

Oath of Office

- All employees in the fraternity are expected to comply with their oath of office and their respective code of conduct

Responsibility to exercise self discipline

- Each employee has the responsibility to exercise self discipline and adherence to the standards provided for in their respective code.

Managers and supervisors are responsible for exercising adherence

- Similarly managers and supervisors are responsible for exercising adherence to the Code of conduct and such responsibility should be exercised without bias

Employees development

- The code of conduct is not meant to stifle an employees development, but to protect the fraternity and the employees interest.

Performance Management

- **HR**

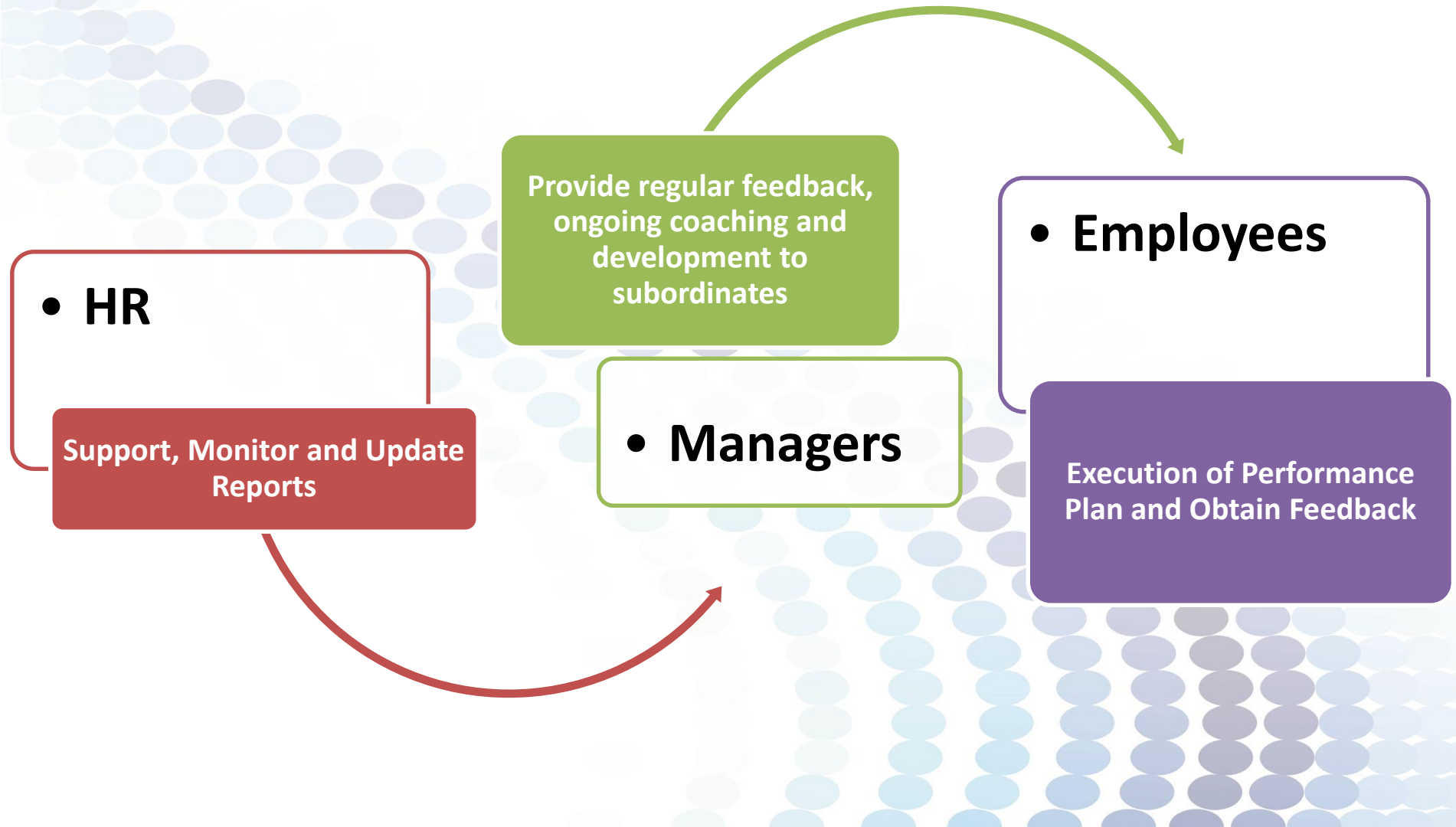
Support, Monitor and Update Reports

Provide regular feedback, ongoing coaching and development to subordinates

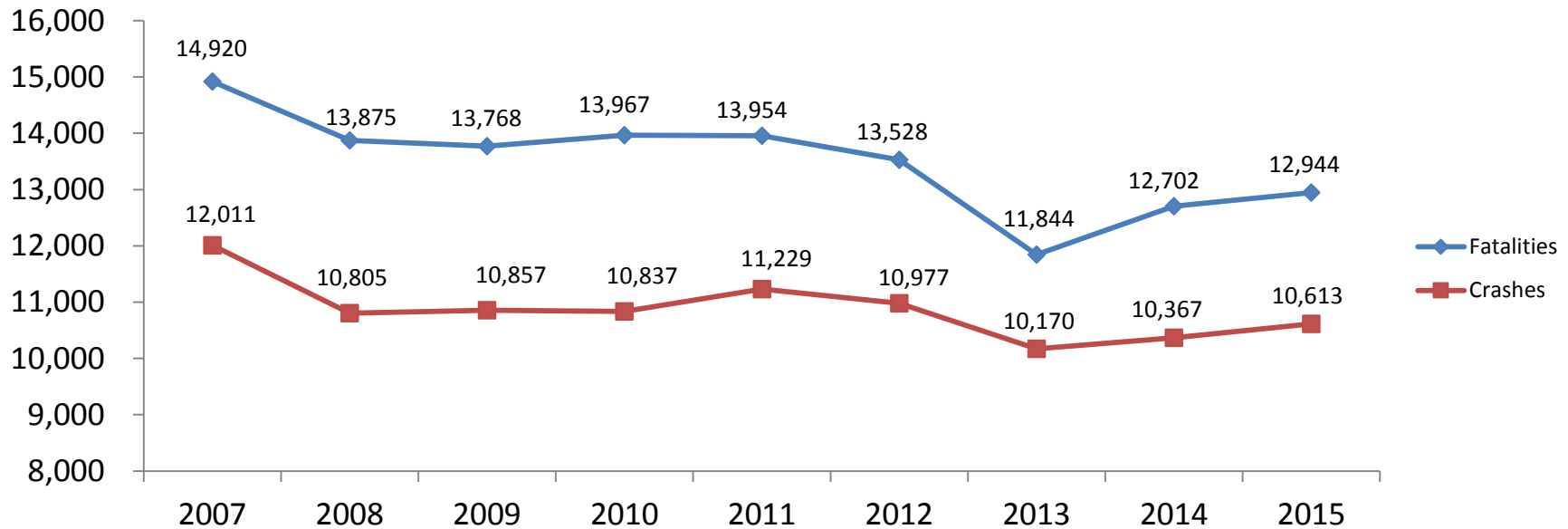
- **Managers**

- **Employees**

Execution of Performance Plan and Obtain Feedback



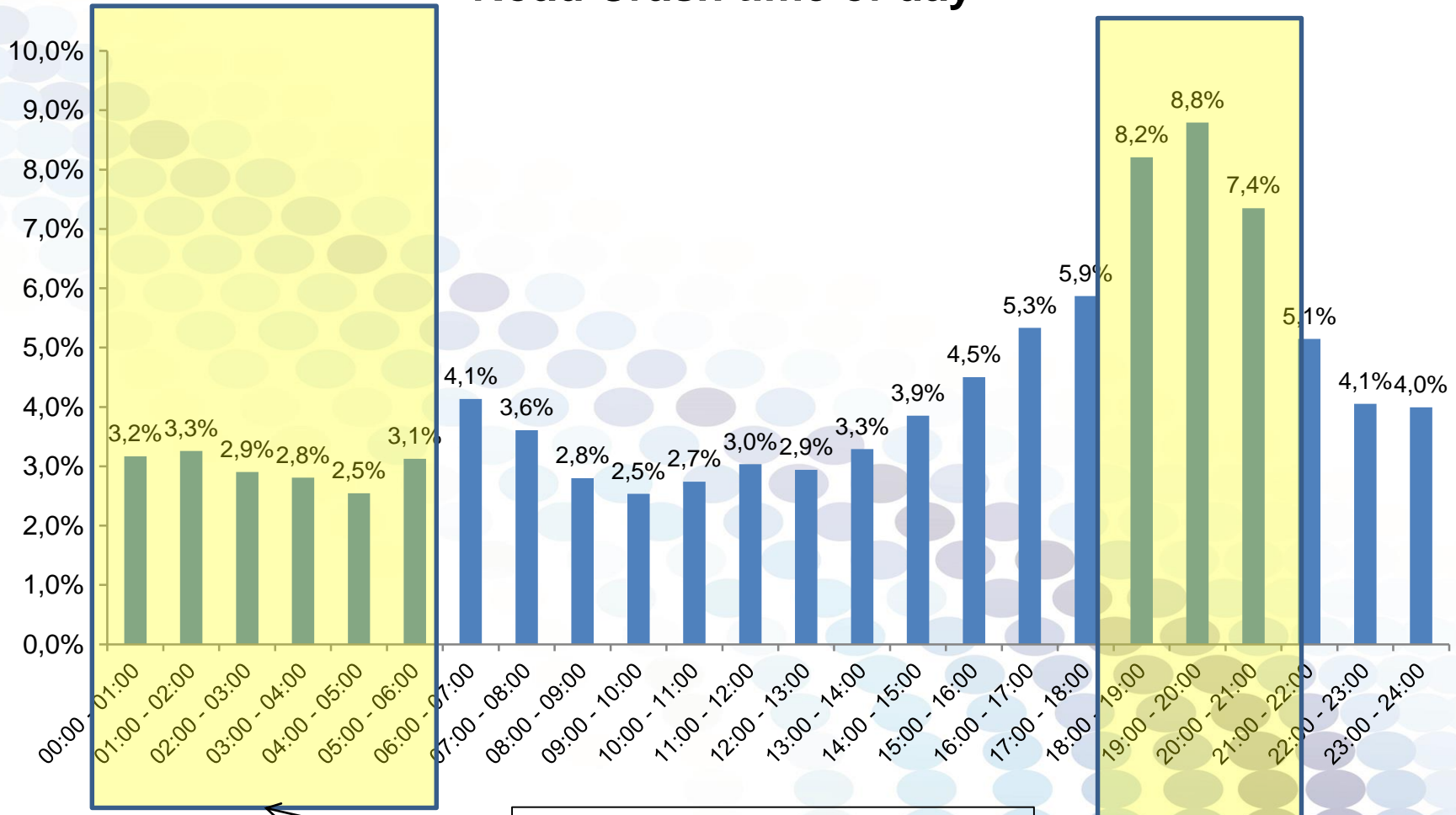
The ways of working



- The most vulnerable age groups are those between the ages of 19 and 34
- The most affected road users are pedestrians and passengers.
- People injured or killed on our roads are often breadwinners in their families and contributors to the economy at large.
- Road crashes deny our people a right to pursue economic activities and denies their children the right to education

Conditions of Service

Road Crash time of day



No Visible Law Enforcement

This might be the way to go

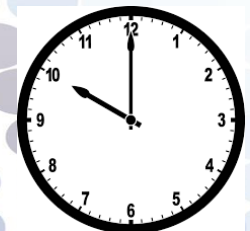
- **Option A – 12 hour shift system**

- Morning 06h00 – 18h00
- Night 18h00 – 06h00
- 4 working days
- 4 night shifts
- 4 rest days are granted after the last shift

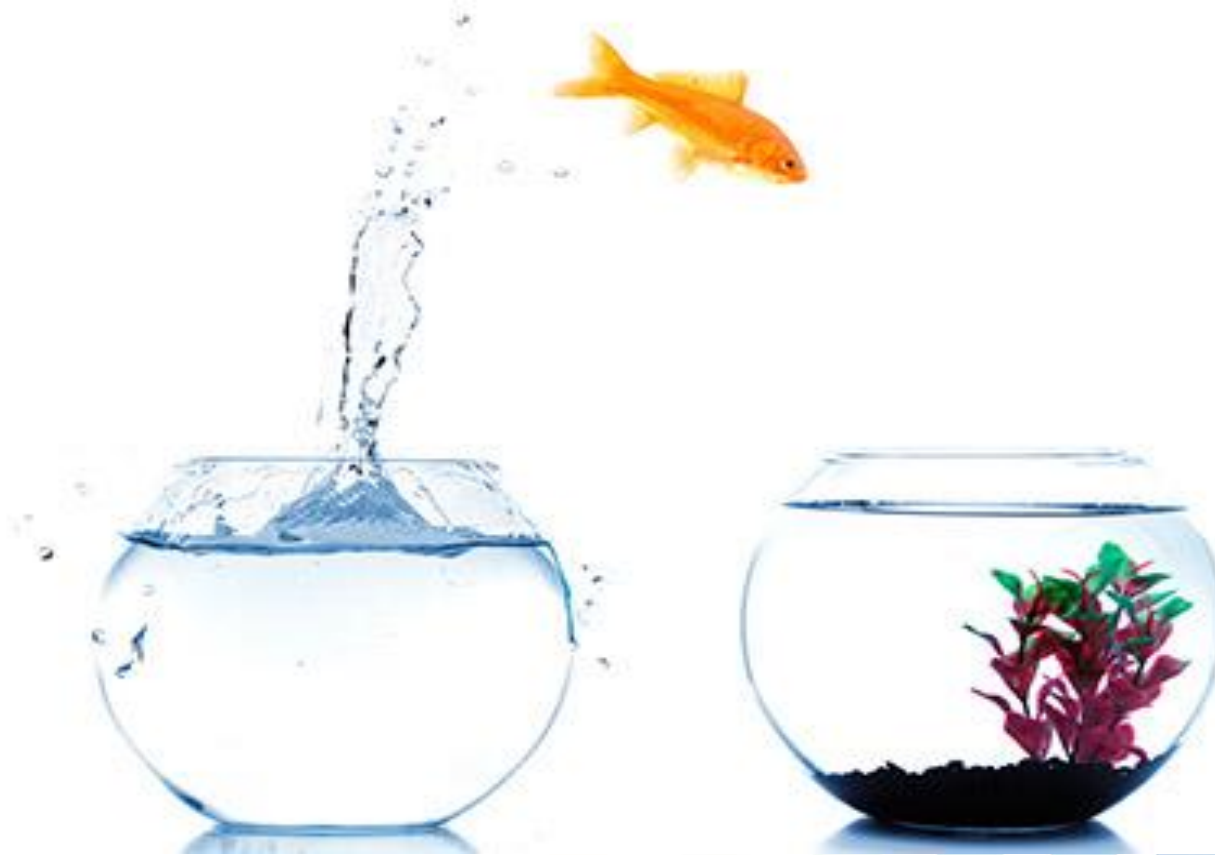


- **Option B – 8 hour shift with 3 shifts with 2 rest days**

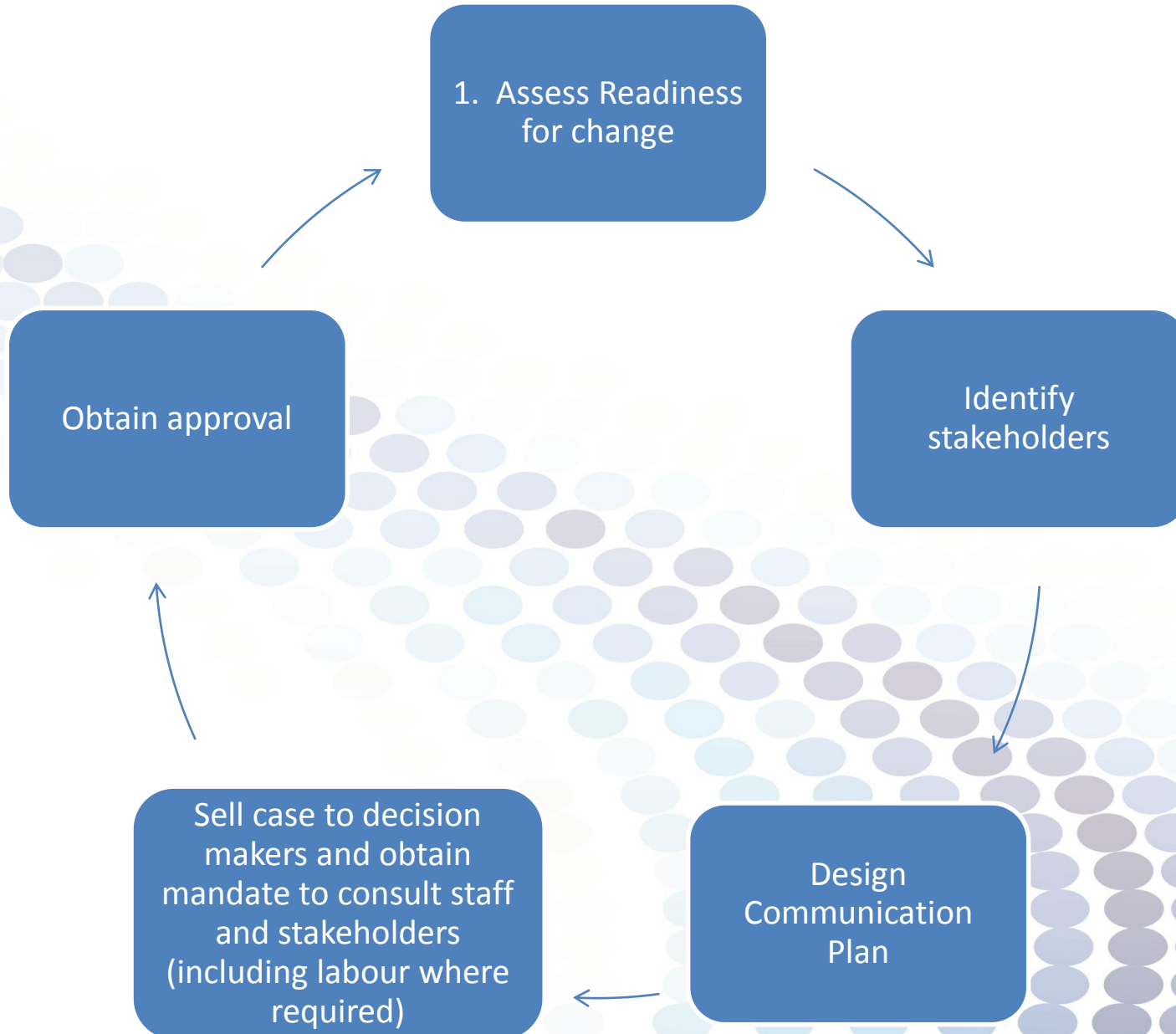
- 7 working days
- 2 Morning shifts
- 2 Afternoon shifts
- 2 Night shifts
- 2 rest days



How do we manage change? That is, moving from current state to the desired one



Process for managing change



Phases of transition

1. Denial

4. Commitment

Past

Future

2. Resistance

3. Exploration

Know your organization and people.

The way you start says a lot about the way you finish.

Wrong initial messages can cause irreparable harm.

Help people pass through the transition phase and convert initial emotions into positive ones of hope, motivation and enthusiasm.

A Caring Public Service - Value Proposition



Way Forward

Ensure leadership and support from the Management

Harness a culture of client centred approach

Harmonise conditions of service

Inculcate a culture of accountability, professionalism

Create an enabling environment to nurture talent

Engage in meaningful consultation with the stakeholders.

Thank You