

<b>MEDIA RELEASE</b>	<b>PSA calls on Minister of Communications and Digital Technologies to prevent collapse of State Information Technology Agency</b>
<b>DATE</b>	24 April 2025
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The Public Servants Association (PSA) is extremely concerned about the ongoing leadership crisis and the apparent lack of consequence management at the State Information and Technology Agency (SITA).

Recent revelations have exposed systemic failures and inefficiencies that continue to plague SITA, undermining its mandate and eroding public trust. Frequent leadership changes have resulted in a lack of continuity and strategic direction, severely impacting SITA's ability to fulfil its objectives. High vacancy rates have a major impact on SITA's ability to meet its constitutional mandate. The PSA has raised the issues of poor management and leadership, irregularities, and maladministration. The PSA has further called for Board members to be declared delinquent. SITA experienced various investigations, all pointing at the rot. There is, however, clearly no political will to change the situation but rather a concerted effort to collapse SITA. The PSA called for the strengthening of procurement processes at SITA after an investigation pointed out a lack of control measures. This call was also ignored as personal enrichment continues.

In an address to the Standing Committee on Public Accounts, the Auditor General (AG) laid bare the lack of leadership at SITA. The situation is worsened by a high staff turnover at top-management level, with SITA experiencing a turnover of five CEOs in five years. The Board could not ensure proper governance, as SITA has consistently received qualified audit opinions. It also received a disclaimer audit opinion from the AG for two years. In addition, SITA is under investigation by the Public Protector regarding the irregular appointment of a former director.

SITA employees are hit hard. SITA's irregular expenditure of R456 million in 2022/23 and R112.5 million in 2023/24 affects their salary increases and job security. Those in power seem to have little regard about SITA's future. Entities such as the South African Post Office experience a similar situation, which resulted in employees losing their jobs. The PSA will not watch as the same happens to SITA employees.

There is a glaring absence of accountability mechanisms to address and rectify failures in SITA. This has led to a culture of impunity, where poor performance and misconduct go unpunished. Persistent operational challenges have hindered SITA's effectiveness, leading to delays and subpar service delivery. The PSA calls on the Minister of Communications and Digital Technologies to immediately resolve the crisis at SITA as those in leadership have proven that they are incapable of running the agency.

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