

MEDIA RELEASE	PSA welcomes SITA's commitment to rebuild trust: Calls for accountability and labour engagement
DATE	22 September 2026
EMBARGO	None
ENQUIRIES	communication@psa.co.za

The Public Servants Association (PSA) noted the commitment by the recently appointed Managing Director of the State Information Technology Agency (SITA) to rebuild confidence and trust in the Agency following years of governance and operational challenges.

In an interview published by *Business Day* on 21 September 2026, the SITA Managing Director acknowledged the Agency's negative public standing, low client satisfaction, and the impact that this has had on employee morale. The article also refers to a report released by the Minister of Communications and Digital Technologies in July 2026, detailing administrative, governance, and procurement failures at SITA during the 2020 to 2025 period.

The PSA believes that rebuilding trust cannot be limited to changes at executive or board level. It must include accountability, transparency, organisational stability, employee participation, and meaningful consultation with organised labour. SITA's employees are central to the ability to deliver on the statutory mandate. Employees have institutional knowledge and technical expertise that cannot be replaced by new strategies, consultants, or structural changes. Any turnaround programme must recognise employees as strategic stakeholders rather than mere recipients of management decisions.

The PSA particularly welcomes the stated intention to modernise outdated systems, develop shared government platforms, and improve procurement processes. Such reforms must, however, be accompanied by proper workforce planning, investment in skills, career development, and measures to retain scarce ICT expertise in the public service. The PSA calls for transparency regarding the implementation of findings and recommendations arising from governance and procurement investigations. Employees and organised labour should be provided with appropriate information on measures being implemented to address identified weaknesses, whilst ensuring that due processes and individual rights are respected.

The PSA emphasises that rebuilding trust requires rebuilding trust with employees. Recent workplace developments have demonstrated the importance of consultation before implementing changes affecting employees' working arrangements and conditions. The PSA also refers to the Special Bargaining Forum meeting on 14 September 2026 where SITA commenced the consultation process with labour on the current organisational restructuring.



Management decisions should not undermine collective bargaining structures or agreements reached with organised labour. The restructuring process must proceed transparently and meaningfully.

The PSA calls for structured engagement between the SITA management, Board, and recognised unions to establish a clear framework for the transformation and stabilisation of SITA. Such engagement should address governance, organisational restructuring, workforce capacity, technology modernisation, procurement reform, employee morale, and the implementation of SITA's strategic mandate.

SITA exists to enable government. As the new Managing Director correctly emphasised, SITA must return to this fundamental purpose. This objective can only be achieved through a stable, accountable, and properly capacitated institution where employees and organised labour are treated as genuine partners in the transformation process. The PSA is ready to engage constructively with the SITA leadership. However, trust must be demonstrated through actions, transparency, accountability, and meaningful consultation and not merely through commitments.

END

