

**MEDIA RELEASE**                      **Public Service Month: PSA concerned about service-delivery capacity**

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The Public Servants Association (PSA), representing more than 235 000 public-sector employees, is extremely concerned with the current capacity of government departments to effectively deliver services and the resulting impact on citizens.

Owing to the non-filling of vacancies and stringent budget cuts, without addressing the root cause for the financial woes, service delivery will be increasingly eroded. The poor state of government buildings that pose health and safety hazards for employees and citizens alike, is another compounding factor to a looming crisis in service delivery.

Calls have been made to government in various bargaining forums over years to stop outsourcing its functions. This, however, continues unabated. Government seems ignorant of the impact this has on the capacity of the Public Service to perform its functions and job creation. The continued outsourcing of core services by government keeps the door wide open for continued corruption and maladministration. Funds are wasted through tender processes, resulting in inflated prices and under performance.

The solution rests in government's management, performance, and implementation of core services. This will assist in rebuilding the economy and redirecting funds towards actual service delivery rather than enriching other parties.

During Public Service Month there is a clear realisation that public servants are required to work harder and longer whilst being deprived of their basic right to a salary increase. A shrinking Public Service is expected to cater for the needs of a growing population. Working under COVID-19 conditions, in dilapidated buildings and staff shortages resulting in excessive overtime being worked, public servants are severely strained. Police Officers are being targeted and murdered, Correctional Officials are facing violent attacks by inmates, and Health workers are at the brink of collapse. This situation is solely ascribed to a lack of capacity to deliver core services.

Equally disappointing is the fact that labour is now forced to address political issues as political parties are focused on calling on each other's inadequacies, whilst neglecting their core purpose and focus of service delivery to citizens.

The PSA calls for a critical rethink of government's responsibility to ensure effective service delivery to the country's citizens. Public servants must be capacitated to avoid them being on the receiving end of disgruntled citizen's anger and frustration.

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