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Department:
Community Safety and Transport Management
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



INTEGRATED PUBLIC SERVICE MONTHS (IPSM) IMPLEMENTATION PLAN

2025 - 2026

**Theme: “Professionalising the Public
Service to Build Trust and Restore
Confidence in Government”**

1. INTRODUCTION

- 1.1 The government opted to a year-round service delivery intervention platform of the Integrated Public Service Months and this marks a renewed phase of commitment to building a capable, citizen-centred and restoring trust. Initially Integrated Public Service Month would be earmarked for the month of September annually whereas service delivery is an ongoing process and not once-off activity.
- 1.2 Departments are now expected to develop Integrated Public Service Months Implementation Plans aligned to the theme of the year. There would be a continuous change of themes annually and that would only be determined by the Department of Public Service and Administration hence it would be necessary for the annual review and amendments on Departmental Integrated Public Service Months Implementation Plans for succeeding years.
- 1.3 Theme for 2025-2026 Integrated Public Service Months Implementation Plans is **“Professionalising the Public Service to Build Trust and Restore Confidence in Government.”**
- 1.4 Government Departments are called upon to contribute meaningfully towards restoring public trust, enhancing professionalism and closing delivery gaps by initiating activities aligned with overarching theme, outcomes, and outputs of Integrated Public Service Months.
- 1.5 The theme underscores the urgent need to strengthen the capacity, integrity, and performance of the public service as a critical lever for improving service delivery and rebuilding citizen confidence in government institutions.

2. BACKGROUND

- 2.1 The African Public Service Day (APSD) and the Integrated Public Service Month (IPSM) are two strategically aligned initiatives that play a critical role in strengthening public administration, promoting ethical governance and enhancing service delivery within South Africa.
- 2.2 In South Africa, Africa Public Service Day (APSD) is not treated as a standalone event but is mainstreamed into broader public service transformation efforts, notably through the Integrated Public Service Month (IPSM).
- 2.3 Integrated Public Service Month (**IPSM**) is builds on the spirit of APSD by localising its principles into a structured, action-orientated programme of government. Historically commemorated in September, IPSM provides a focused opportunity for government to heighten public sector visibility, promote direct citizen engagement and operationalise the Batho Pele principles through coordinated action.

It provides a national platform to reaffirm constitutional values and demonstrate the state's commitment to responsive, transparent, and accountable governance.

- 2.4 Recognising the need to reposition IPSM from a once-off (September) ceremonial observance to a sustained improvement programme, the Cabinet Committee on Governance, State Capacity and Institutional Development (GSCID), on **27 August 2024**, endorsed a policy shift toward a year-round improvement programme. This decision mandates IPSM to evolve into a year-round service delivery intervention platform, with intensified public mobilisation and oversight activities during **September** each year.

3. CONTEXT

To address the persistent challenges of weak service delivery, corruption, poor accountability and declining public trust which continues to undermine the legitimacy and effectiveness of the state. The government has committed to a range of reforms aimed at building a capable, ethical and developmental state, anchored by the Medium-Term Development Plan (MTDP 2024-2029), reinforced by the President's annual State of the Nation Address (SONA), and operationalised through transversal initiatives such as the District Development Model (DDM) and the Directive on the Professionalisation of the Public Sector.

3.1 Alignment with the Medium-Term Development Plan (MTDP 2024-2029)

The MTDP outlines the government's five-year strategic vision and identifies "Building a Capable, Ethical and Developmental State" as core priority. It calls for an improvement in institutional performance, public sector integrity, and citizen engagement.

3.2 Integration with the 2025 State of the Nation Address (SONA)

The President's 2025 SONA underscored the urgent need for restoring public trust, strengthening local government delivery mechanisms, and professionalising the public administration.

3.3 Operationalising the Professionalization Framework

The Framework on the professionalization of the Public Service, approved by Cabinet in 2022, mandates all organs of state to take deliberate steps toward ethical, merit-based, and performance-driven public administration.

3.4 Anchoring the DPSA Strategic Plan (2024-2029)

The Department of Public Service and Administration's Strategic Plan commits to enabling a professional, high-performing and citizen-centred public administration. IPSM is positioned as a flagship programme of the DPSA and is reflected in the Strategic Plan's key outcomes, including the following:

- ❖ Strengthened oversight and performance of the public service,
- ❖ Enhanced public participation and trust in government, and
- ❖ Effective coordination of transversal public administration intervention

4. PROBLEM STATEMENT

4.1 Problem Overview

MTDP 2024-2029 directly acknowledges that the citizens across all provinces continue to experience inconsistent, equitable, and poor-quality service delivery particularly in historically underserved and rural communities. Under its third strategic priority "building a capable, ethical and developmental state" the MTDP commits to strengthening governance, reinforcing accountability, fighting corruption and improving service delivery to restore confidence and credibility in government institutions.

4.2 Problem Analysis

At the root of public distrust lie systematic governance and departmental failures that require a whole-of-government intervention. Some of the challenges highlight persistent service delivery failures particularly in basic services like water, sanitation, electricity and network disruptions.

5. PURPOSE OF THE INTEGRATED PUBLIC SERVICE MONTHS PLAN

The purpose of the plan is to provide structured, year-round roadmap for the implementation of the IPSM as a catalyst for professionalising the public service, enhancing ethical leadership, rebuilding public trust, and improving citizen experience. It enables coordinated, measurable, and responsive service delivery actions aligned with the constitutional values of transparency, accountability and public participation. IPSM creates a structured platform for coordinated planning, implementation, and monitoring across departments.

6. OBJECTIVES OF THE OF INTEGRATED PUBLIC SERVICE MONTHS PLAN

The IPSM Implementation Plan is designed to guide the institutionalisation of IPSM as a year-round intervention platform for public service reform, citizen engagement, and service delivery improvement.

6.1 The Objectives of the Departmental IPSM Plan to focus on includes the following:

No.	Objectives	Description
6.1.1	Established Departmental IPSM as a Reform-Orientated Programme	To reposition Departmental IPSM from a once-off commemorative observance to a structured, and annualised programme that drives sustained improvement in public service delivery.
6.1.2	Promote the Profession of the Public Service	Embedding ethical conduct, merit-based recruitment, continuous learning and performance accountability into everyday public administration practices.
6.1.3	Restore public trust through visibility, responsiveness and accountability	Citizen complaints and feedback are used meaningfully to inform planning, budgeting and service redesign.
6.1.4	Enforce the Batho Pele Principles	To reinforce a citizen-centred culture in the public service by mainstreaming Batho Pele principles.

7. THEORY OF CHANGE PATHWAY

7.1 Theme

Core Theme for IPSM 2025-2026 ***"Professionalising the Public Service to Build Trust and Restore Confidence in Government"***

7.2 Impact

"Professionalising the public service to build trust and restore confidence in government through ethical, accountable, responsive and developmental public service that delivers quality services.

8. STRATEGIC IMPORTANCE OF COMMUNICATION

Effective communication is central to the success of the IPSM Plan. Where public trust in the department is fragile and service delivery challenges are highly visible, strategic, transparent and participatory communication becomes a powerful tool to rebuild confidence, drive engagement and promote accountability.

Communication is not an after-thought, it is the engine that drives awareness, accountability and alignment. As such, department must actively contribute to a shared national narrative of service and trust.

9. RISK MANAGEMENT

No.	Risk Category	Risk Description	Mitigation Strategy
9.1	Implementation Fatigue	Departments treat IPSM as ceremonial, not a sustained improvement programme	Department to include IPSM in the APPs and Operational Plans.
9.2	Resistance to Professionalisation	Lack of buy-in to Batho Pele principles.	Award and recognition and integrate ethical performance into performance contracts.
9.3	Weak Monitoring and Reporting	Inconsistent or poor-quality IPSM progress reports.	Standardise IPSM reporting tools.
9.4	Low Public Participation	Citizens remain disengaged or unaware of IPSM efforts.	Continuous promotion of IPSM activities through different media platforms.
9.5	Unaddressed Feedback	Complaints and Suggestions from citizens are ignored or unresolved.	Monitor response and resolution times.

10. DEPARTMENTAL ARRANGEMENT OF ACTIVITIES

No.	Key Activity	Date	Venue	Directorate	Key Stakeholder	Intended Outcomes
1.	Thuntsha Lerole Initiative	01 October 2025 – 31 March 2026	All Districts	All Departmental Chief Directorates	Office of the Premier	Accelerated and improved service delivery.
2.	Visibility of Law Enforcement Officials on the roads	01 October 2025 – 31 March 2026	All Districts	Traffic Law Enforcement	Law Enforcement Officials Road Safety	Safe and sustainable transport services.
3.	Training on Batho Pele and Ethics Management	01 October 2025 – 31 March 2026	All Districts	Risk and Integrity Management OD and Change Management Sub-Directorate	DPSA	Compliance to legislative prescripts.
4.	Health and social wellbeing of employees.	01 October 2025 – 31 March 2026	All Districts	Integrated Employee Health and Wellness	Department of Social Development, Department of Health and Financial Institutions.	Compliance to legislative prescripts.

2025 - 2026 INTEGRATED PUBLIC SERVICE MONTHS (IPSM) IMPLEMENTATION PLAN

No.	Key Activity	Date	Venue	Directorate	Key Stakeholder	Intended Outcomes
5.	Continuous induction/training of employees	01 October 2025 – 31 March 2026	All Districts	Human Resource Development	Office of the Premier, NSG, Universities and TVET Colleges	Compliance to legislative prescripts.

11. 2025/2026 Departmental Integrated Public Service Months Forum is structured as follows:

No.	Names and Surname	Directorate/Sub-Directorate	Identified Activities	Email Address of Nominee
01.	Ms Sisa Senwedi	District Coordination and Government Fleet – Dr RSM	Thuntsha-Lerole (Coordinator)	SSenwedi@nwpg.gov.za
02.	Ms Priscilla Khoza	OD and Change Management	Batho-Pele & IPSM (Coordinator)	KhozaP@nwpg.gov.za
03.	Mr Tebogo Tsatsinyane			TTsatsinyane@nwpg.gov.za
04.	Mr Raymond Senoge	Integrated Employee Health and Wellness	Wellness Activities	MSenoge@nwpg.gov.za
05.	Ms Tuduetso Matshaba	Human Resource Development	Compulsory Induction and Training Programmes	DMatshaba@nwpg.gov.za
06.	CPI F M Letanke	Law Enforcement	Arrive-Alive Awareness	FLetanke@nwpg.gov.za
07.	Chief PI L Dipale			LDipale@nwpg.gov.za
08.	Ms Kgalalelo Molebiemang	Risk and Integrity Management	Ethics and Integrity Training	Molebiemangk@nwpg.gov.za

11.1 The nominated officials will be expected to be active, participate and follow-up all Departmental activities championed in their respective Directorates which are identified in the IPSM Plan. They will also be expected to report and provide Portfolio of Evidence on such activities on quarterly basis to the Departmental IPSM Coordinator.

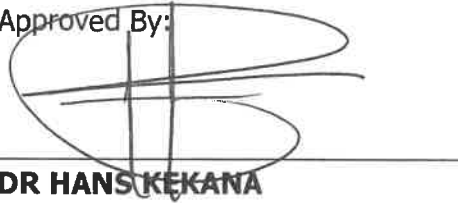
12. CONCLUSION

The IPSM Implementation Plan represents a bold, commitment and necessary shift in how the department engages citizens, delivers services and reform itself. It moves IPSM from being a once-off annual campaign to becoming a structured, systematic platform for enabling professionalism, ethics and citizen engagement.

The success of the Departmental IPSM Plan depends on the committed public servants, active citizen involvement and transparent reporting. IPSM is not just a set of activities but a commitment to a new standard of public service.

The Departmental IPM Plan will cater only for the remaining months of 2025/2026 Financial Year and will be effective upon the date of approval by the Head of Department. Thereafter the plan will be reviewed in 2026/2027 Financial Year to accommodate the reviewed Directive by Department of Public Service and Administration.

Approved By:



DR HANS KEKANA
HEAD OF DEPARTMENT

28/10/2025
DATE