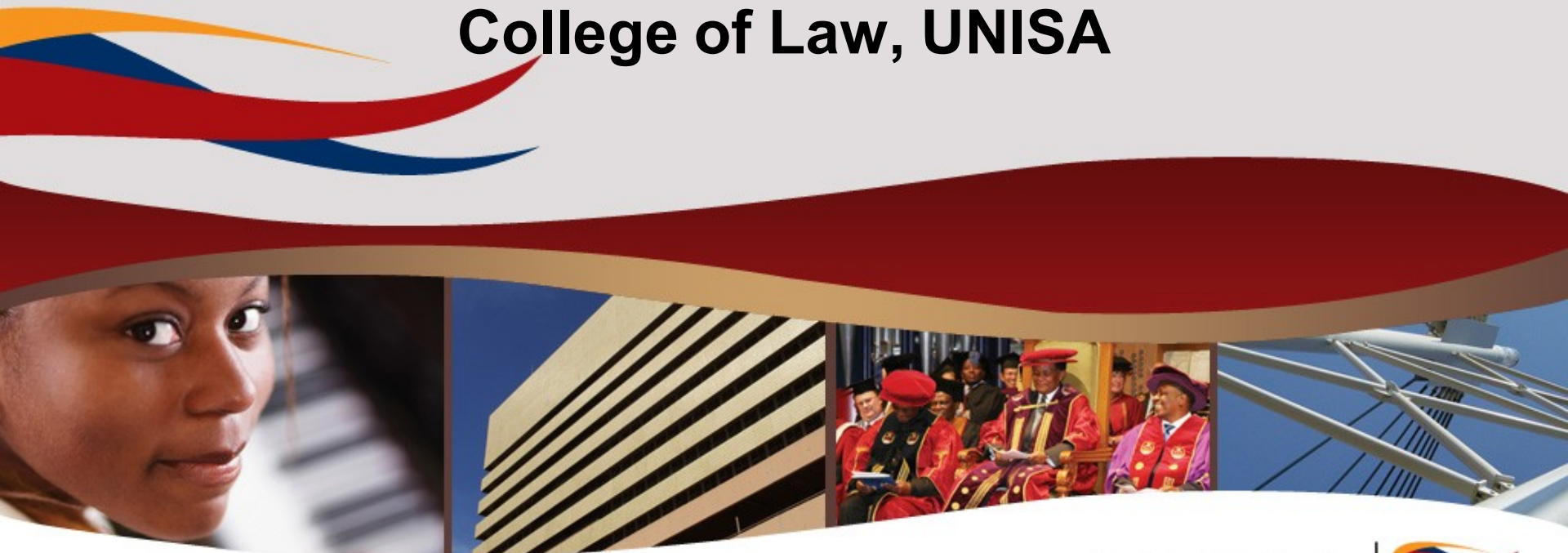


ICT, Local Government, and Effective and Efficient Service Delivery in Tswaing Local Municipality

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The iLGM 13th Annual National Conference | **13th Annual Conference**

INTRODUCTION

- **Local governments are experiencing sporadic and dramatic challenges relating to service delivery.**
- **The Minister GOGTA, the Honourable Minister Sicelo Shiceka - “many of our municipalities are in a state of paralysis and dysfunction” (speaking to the South African Local Government Association (SALGA) in East London on 22nd of April 2009) .**
- **Challenges points towards service delivery as an unruly horse that involves performances by multiple organisations and peoples, and the satisfaction of different stakeholders**



INTRODUCTION (2)

- **Local governments play a very unique and special role in the public administration and service delivery;**
- **Local governments administration impact the broader governance system in South Africa and service delivery.**
- **Need for a model that assist the municipality in addressing the need to increase the programme of the provision of services being delivered electronically.**
- **Develop a well-focused service improvement strategy through benchmarking against other local governments nationally and internationally.**
- **Need for a shift to a more pro-active and pro-delivery local government management style - New e-Local Government Administration and Management (NeLGAM).**



INTRODUCTION (3)

- We need in place an appropriate service delivery implementation strategy.
- We should to consider the re-alignment of local governments administration.
- In fact, the Government of South Africa has committed itself to seeking to render services using ICT as an enabler.
- The deployment of electronic government, that is e-government system, is of great value.
- E-Services are an extension to the face-to-face services aiming to improve the quality of services to citizens, and should be as accessible as possible and be user-friendly.



RATIONALE & SCOPE FOR THE PAPER

- **The Minister Shiceka : North West events may precipitate declaring a “national state of emergency” on local government.**
- **Premier of the North West province, Mrs Modiselle in her July 2009 State of the Province Address - admitted that the local government in the Province is “ facing serious credibility crisis” and “if urgent interventions are not implemented, such municipalities could collapse”.**
- **This paper was initially proposed as a situational analysis and case study of the Tswaing local municipalities, in the North West, particularly the Ottosdal unit of the municipality.**
- **The paper proposes that local governments should utilise ICT to enhance internal processes and promote service delivery**



PRELIMINARI OBSERVATIONS

- These municipalities seldom have in-house knowledge of IT, let alone a member of staff working full-time in ICT.
- No own website – use of provincial website
- Ottosdal managers have no computers & no intranet.
- Senior managers and frontline staff are struggling to realise the potential benefits of ICT for efficiency and customer service.
- Relationship with the community is very strained and a civil protest is looming for the coming days - ICT has the potential to transform the relationship between citizens and public services, and how public services are delivered.
- Service providers poorly managed and no workflow management system – e.g “Happy Letters”



PRELIMINARI OBSERVATIONS

- There is generally lack of effective and efficient quality service – the community do not know what high-quality public services look like.
- Thus the community is still unwilling to pay municipality rates and taxes.
- There is looming trust to pay-in rates and taxes, which the municipality cannot access.
- Administration is too centralised – Delarayville
- Current manual administration retard developments.
- No clear articulation of a clear vision of better services to the community.



LOCAL GOVERNMENT AS PRIMARY INTERFACE FOR SERVICE DELIVERY

- Local Government is primarily the interface for service delivery.
- Need to re-inventing of local governments through ICT – re-inventing government from an inward-looking approach to an outward-looking approach which primarily focuses on the concerns and needs of end users.
- The reinventing government notion is based on three fundamental principles:
 - (a) citizens are to be treated as *clients* who are central to designing government service delivery;
 - (b) embracing the values of *catalytic government* and *community ownership*; and
 - (c) challenging public officials think about how to empower citizens to take ownership of community.



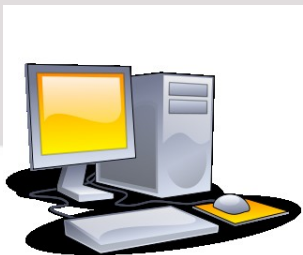
LOCAL GOVERNMENT AS PRIMARY INTERFACE FOR SERVICE DELIVERY (2)

- **Service Delivery Target 2006 – 2014 puts Local Government is at the forefront of Government’s mission of ensuring achievement of specified service delivery targets, namely**
 - **(1) Eradication of bucket system in formal dwellings in 2007;**
 - **(2) All communities have access to clean water and decent sanitation by 2010; (3) All houses have access to electricity by 2012;**
 - **(4) Implementation of universal provision for free basic services; and (5) Reduction of waste generation and disposal by 50% and 25% respectively by 2012.**
- **The acceleration of “service delivery and support of the vulnerable” is part of COGTA’s strategic priorities for 2009/2014.**



LOCAL GOVERNMENT AS PRIMARY INTERFACE FOR SERVICE DELIVERY (3)

- **Objectives of local government, namely:**
 - **To provide democratic and accountable government to local communities;**
 - **To ensure the provision of services to communities in a sustainable manner;**
 - **To promote social and economic development;**
 - **To promote a safe and healthy environment ;**
 - **To encourage the involvement of communities and community organisations in the matter of local government**



ICT FRAMEWORK IN SOUTH AFRICA IN BRIEF

- **2001 e-government policy:** The first South African e-government policy was drafted by the then Department of Public Service and Administration (DPSA) in 2001 (DPSA e-Government Policy, 2001).
- **Batho-pele principles and gateways:** The Batho Pele is the name given to the government's definitive regulation on public service delivery.
- **ICT plans and gateways:** Several gateways established at both central and provincial level of government.
- **Legislative frameworks:**
 - the Electronic Communications and Transactions Act of 2002;
 - Public Service Regulations (PSR) of 2001.
 - Electronic Communications Act (ECA) of



USE OF ICT IN OUR LOCAL GOVERNMENTS

- **Knysna: reportedly the first municipality in South Africa to roll out a municipal-wide wireless broadband network for use by its citizens and public officials.**
- **The Emakhazeni Local Municipality in Mpumalanga : develop and maintain a web site that talks to the community's needs, within its stretched financial and administrative capacity, to the satisfaction of the local community itself.**
- **The City of Polokwane : implementation and use of the project management information system (PPRIME) to monitor and track of projects during their entire life cycle.**
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LOCAL GOVERNMENTS AND ICT IN FOREIGN JURISDICTIONS

Morocco

- eFez Government Pilot Project by the municipality of Fez, in which ICTs services were introduced specifically in the municipality of Fez in the Civil Registry Offices, successful. citizens relations increased through the drop of the past tense / conflict relations from 58% to 8%.

Netherlands

- Dutch municipalities have seen a great improvement in the nature, quality, and accessibility of service delivery through ICT-related governmental action programs. There has also been improvement in the “internal streamlining of processes, efficiency and reduction of costs”, and proper management of the back office.

Denmark

- ICT programs improve public service delivery and bring it up to standard to the current demands.



CONCLUSION

- Introduce NeLGAM, supported by:
 - Holistic performance measurement and management system is dedicated to helping local governments measure, review and improve municipal service delivery.
 - Skills intervention package in post–conflict management for management and staff , which include improving requisite functional skills of leaders and staff in key service delivery sectors.
 - Remedial measures to correct the imbalance in service delivery in districts, particularly in the post-conflict areas.
 - Re-orientation of staff and officers in local governments offices to appreciate and implement the deepened decentralization services, which is carried through ICT.
 - Capacity building training to raise the thresholds of staff capacities in e-service delivery, and ensure the standardization of services across districts.
 - Implement appropriate measures to encourage communities to use online services where possible.



End of presentation

THANK YOU



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