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11 Batho Pele Principles - South Africa. The Public Service will put the following "People First" principles into practice without delay. And will step up implementation: Citizens should be consulted about the level and quality of the public services they receive and,
wherever possible, should be given a choice about the services that are offered. 2. Service Standards: Citizens should be told what level and quality of public services to the services to which they are entitled. 4. Courtesy: Citizens should be
treated with courtesy and consideration. 5. Information: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be given full, accurate information and accurate information are entitled to receive and accur
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9. Encouraging Innovation and Rewarding Excellence: Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making it all happen. 10. Customer Impact: Impact
means looking at the benefits we have provided for our customers both internal and external - it's how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.
11. Leadership and Strategic Direction: Good leadership is one of the most critical ingredients for successful organisations who do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed
throughout the organisation. They take and active role in the organisation's success. Batho Pele principles are all about putting people first. What is more, Batho Pele is rooted in the legislative frameworks. This was started as a mean or initiative meant to work on transforming the public service regardless of the level. It means "People First" and was
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by providing continuous support especially during times of stress and pressure. As such, the Batho Pele is summarized in a slogan that goes, "We belong, we care, we serve." Consequently, it is focused on putting people first by adhering to the following overarching frameworks: We belong: This implies that we are part of the Public Service and should
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necessary for all citizens, without discriminating, to receive fair treatment and always be served courteously. Information: It shows that all citizens need to know about how decisions are reached and also about how departments are run. Value for
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how public servants should behave in their places of work. These principles are meant to keep servants grounded and make service Delivery The 8 Batho Pele, a Sesotho word, which means "People First", is an initiative that was
launched in 1997 to transform the Public Service at all levels. Batho Pele was launched because democratic South Africa inherited a Public Service that was not people-friendly and lacked the skills and attitudes to meet the developmental challenges facing the country. In the struggle to transform the Public Service, the old culture has to be changed
to ensure that our people are served properly, that all staff work to their full capacity and treat state resources with respect. Improving Service Delivery Batho Pele is an approach also requires the involvement of the public in holding the
Public Service accountable for the quality of services to an approach that hinders the delivery of services to an approach that encourages innovation and is results driven. In other words instead of looking for reasons why government cannot do something, they have to find
better ways to deliver what people need. Managers in public service have a key role to play in creating an environment for their staff to become effective in the way they interact with customers. This requires that they focus on motivating staff, ensure that they have the right tools to do their work and provide ongoing support especially at times when
staff are under pressure and stress. The Batho Pele aims to ensure that all public servants put people first, and adhere to the following overarching framework: We belong: we are part of the Public Service and should work together and respect fellow
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and what they are dissatisfied about. Consultation is meaningless, unless it is fed back to the management so that they can change the system, or take the steps needed to improve the service given to the customers. Service standards Every department has to set service standards that guide exactly what they deliver and to what quality or standards.
explanation and probably an apology. Redress When people do not get what they are entitled to from the Public Service, they have a right to redress. This means that the public servant has none, they should speak to their
manager or supervisor and make sure that the problem is sorted out. The Public Service's success and image is built on its ability to deliver what people expect from them. When complaints are made, citizens to ask for reasons for any
an independent and impartial tribunal. Access All citizens have the right to equal access to the services to which they are entitled. This especially applies to disabled people, illiterate people and rural people who may have difficulty accessing government services. Public servants have a special role to play, to make sure that those who need extra
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people and to give them access to the services that are their rights. They are not there to stop people or to be obstacles. This means that in their contact with the public, public servants should always be courteous and helpful. Information All citizens should be given full information about the services that they have a right to get. If a public servant
does not have information, they should try to find out and help the person. When referring them somewhere else, they need to be very clear about what they must go and see. The better informed people are, the easier it will be for the public service to do its job and the fewer
people there will be in the queues. Public servants are encouraged to spend some extra time with people who need a better explanation or special assistance because they cannot understand or cannot access the services themselves. Transparency It is very important for the Public Service and administration to be run as an open book. The Public services themselves.
 Service is there to serve the people and they have a right to the services it offers. Many people, especially poor people, do not yet have the information to access it. The people and they have a right to know how decisions are made, how a department works, who is
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principles act as guidelines on how public servants should behave in their places of work. These principles are meant to keep servants grounded and make service delivery convenient, easy and fast. Source: Briefly News It is the right of every citizen to be treated with dignity and respect in South Africa. The people are also entitled to receive
 honorable treatments and excellent services from the public service sector. The 8 Batho Pele principles are the vehicles through which these guidelines are implemented and their implementation is considered compulsory for all departments in public service. The public service sector is expected to render quality assistance and also put the people
first before any other thing. The primary aim of the Batho Pele Principles is to ensure every South African citizen has a better life. All You Need To Know About Batho Pele Principles The Batho Pele Principles is to ensure every South African citizen has a better life. All You Need To Know About Batho Pele Principles The Batho Pele Principles is to ensure every South African citizen has a better life.
delivery of public services to the people. Batho Pele is a Sesotho phrase, meaning "People First"; the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative, efficiented throughout the people what they want using the most innovative want using 
and cost-effective way. The principle was adopted at all levels, due to inherent deficiency in the then existing public service system. Over the years, there have been some new additions and adjustments as the need arises. The framework on which the Batho Pele Principle was adopted at all levels, due to inherent deficiency in the then existing public service system. Over the years, there have been some new additions and adjustments as the need arises. The framework on which the Batho Pele Principle was adopted at all levels, due to inherent deficiency in the then existing public service system.
public servants belong to one family and are all working towards a collective goal. This is a binding force that fosters cooperation and trust. We care: The public servants are there to serve the people and by extension serve the
nation; it is an act of patriotism. What Are The 8 Principles Of Batho Pele? The 8 Batho Pele Principles that guide the operation of the public service are; 1. Consultation Citizens, who would be the eventual recipients of public services, should be consulted on their needs. The various departments, using appropriate mediums such as surveys, meetings
suggestion boxes, questionnaires, etc should collate data and publish the needs of the people within their area of jurisdiction. This is to ensure that scarce resources are not wasted on areas that the people do not need help. Consultation is the first step to satisfying the customer's needs. 2. Service Standards Citizens should be aware of what level and
quality to expect from government goods and services. For example; the time it will take to process a request, among other things. These standards should be measurable so as to know when they are being met or not. 3. Access The public service sector isn't just to provide the services, they are also to ensure that these services are easily accessible to
the people they are meant for. For instance, for persons with disabilities, equipment and aids should be provided for them to access these government services. In essence, when policies and programs are implemented, all citizens should be respected
at all points. Public servants should be courteous, polite, and considerate when handling the public, including when speaking with them on the phone. This should be part of the staff training program for public servants. 5. Information The public servants should be done through the
 various media available to the target audience like newspapers, radios, televisions, social media, and in languages they can understand. Citizens should be informed. 6. Openness and Transparency Each department at all levels should be an
 'open book'. Citizens should be able to access the details of how each department is run, how decisions are made, who is in charge of what, their financial report, and more. They need to know how their tax money is being used and if the departments are meeting up with expectations. 7.
 Redress Public servants should be able to address all complaints as soon as they arise. An apology should be offered if need be, the complaint should be looked at or the citizen referred to the appropriate quarters for redress. This calls for a sense of responsibility in the delivery of public services. 8. Value For Money As resources are scarce, it is
important that waste is eliminated. Corrupt practices, fraud, incompetent officials are to be curbed. The aim should be to produce the best possible result using the resources available; creativity and innovation and Reward To efficiently
deliver services with limited resources, there is a need for new cost-efficient ways of doing things. Public servants are encouraged to come up with new ideas and practical solutions to existing problems in order to boost the public servants are rewarded as a way to encourage this new way of handling challenges. Sequel to
this, the Batho Pele Excellence award is one of the ways this reward objective is achieved. Customer Impact This is all about evaluation; are the principles giving the expected results both for the citizens and the public servants? By evaluating and analyzing the impact of these principles, practices that encourage positive outcomes are continued while
those that don't are adjusted or replaced. Leadership and Strategic Direction Managements also have their roles to play; they are to be at the forefront of ensuring that these principles are adhered to. They should lead by example, noting known the
Batho Pele principles, let's look at how they apply in various environments. How To Apply The Batho Principles at Work The Batho Pele principles mirror a phenomenon that has always operated in the private sector; customer first. By putting the needs of customers first and meeting those needs, private businesses have continued to thrive for years.
Applying these same principles in the workplace will no doubt produce positive results. Image Source In the public sector, which isn't profit-oriented but impact if followed religiously. Although there are barriers to implementation, with innovation and a sense of responsibility
on the part of various stakeholders, outstanding results can be achieved. Batho Pele Principles in Education The focus of improving the quality of education has two customers; internal and external customers are school
management and educators working under the department at various public schools. They are the linchpin between the department and the external customers are the parents and guardians of wards who attend these public schools. They are the linchpin between the department and the external customers are the parents and guardians of wards who attend these public schools. They are the linchpin between the department and the external customers are the parents and guardians of wards who attend these public schools.
parents should expect. Avenues for complaints and the address of issues should be in place, starting from school management and in some cases progressing to the department. Quality education is quite expensive, and in the fast-paced world we are in today, new knowledge seems to be emerging on a daily basis. The education sector needs to keep
up; be resourceful and innovative, educate on the knowledge that prepares students for practical life experiences and equips them with problem-solving skills. The Batho Pele Principle if applied diligently can help with this, however, there is a disconnect between the Department of Education and its external customers. The attitude of public servants are the problem-solving skills.
health care, being one of the key responsibilities of the government, is done through the various health centers. They do not necessarily need to be publicly owned, as governments do team up with private establishments to ensure a wider reach. Accessibility, standard, information, value for money takes a central role here. As the people do have a
right to equal opportunity in terms of access to resources and facilities, the Department of their inquiries, and if the need arises refer them appropriately. The earlier stated set of beliefs of care,
teamwork, and service is very apt in this sector. While caring for patients, according to prevailing health challenges, medical professionals are expected to work together. They can do this via referrals which ensures that patients are expected to work together. They can do this via referrals which ensures that patients are expected to work together. They can do this via referrals which ensures that patients are expected to work together.
and collective decision-making will ensure that the Batho Pele Principles are efficiently applied in the health sector. Batho Pele Principles In Nursing At the forefront of delivering primary health care are the nurses are the nurses. In the public health sector. Batho Pele Principles In Nursing At the forefront of delivering primary health care are the nurses. In the public health sector.
Due to the nature of their jobs, as stipulated in their Pledge of Service, carring for patients is their primary goal. It follows that the Batho Pele Principle should help greatly in achieving this. Courtesy, information, openness, and transparency take a central role here. Nurses deliver instructions, relay healthcare-related information, administer medicine
and generally take care of the patient's needs. Research has however shown that the application of Batho Pele Principles in nursing has been facing some challenges, including lack of planning on the part of management, lack of material resources and diagnostic equipment, rude patients who are adamant about their demands without seeing reasons,
overworked staff, etc. Although the principles are quite difficult to uphold now, with training and adequate resources, results can be achieved. Batho Pele Principles In SAPS The primary goal of the SAPS is service to the public. Unlike any other sector, policing cannot be privatized as it concerns the nation's peace and security. Sequel to this,
different policies and procedures have been formulated to tackle challenges facing the SAPS. The 1996 constitution, The South African Police Service Delivery Improvement Plan, and The SAPS should relate to the public in the course
of carrying out their duties. Image Source Whether the Batho Pele Principles are effective in this area is up to the public to determine. However, going by the result-oriented end goal of the Batho Pele Principles, the level of violent crime in South Africa appears to be on the increase. Leadership needs to go back to the drawing board to devise
strategic and innovative ways to curb this challenge. There is no denying that poverty levels do have a link to insecurity. The strategy of unbalanced growth, where limited resources are channeled to areas that will, in turn, pull other sectors out of underdevelopment as they develop, is to be applied here. Through linkages and synergy, the SAPS can
effectively reap the benefits of the Batho Pele Principles. How To Implement The Principles In The Legislative Framework Of South Africa The constitution (Section 195) stipulates that public administration must be governed by the following democratic
values and principles: efficient, economic, and effective use of resources must be encouraged to participate in policymaking and public administration must be accountable. Alongside this constitutional provisions are The
Constitution, Act 108 of 1996, The Intergovernmental Relations Framework Act 13 of 2005, Public Service Act (1994 as amended by Act 30 of 2007), Public Management Act (PFMA, 1999), and The Municipal Finance Management Act (PFMA, 19
(No.35 of 1994), Policy Framework for the Government-wide Monitoring and Evaluation System, 2005, Framework for Programme Performance Information, Template for developing public participation guidelines (PSC, 2010), South African Statistics Quality Framework and The National Evaluation Policy Framework are also inclusive. All these
frameworks have been developed over the years to fast-track development in South Africa, especially at the policy formulation and identification of problems and objectives, the Batho Pele Principles Consultation, leadership and strategic direction, and
service standards are relevant at the policy design/domination stage. Access, courtesy, information, openness, and transparency come into play at the implementation and identification of problems and objectives. While the national,
provincial, and municipal spheres of government each share different responsibilities and are encouraged to integrate [The Intergovernmental Relations Framework Act No. 13 (Act No. 13 of 2005)], there is still a need to bring in stakeholders from the private sector. The government would focus on policy formulation and strategic planning while
reducing direct involvement in the operation to foster competition and by extension, development. A regulatory role in urban and regional planning, environmental management, transportation planning, environmental management, environmental managemental management environmental management environmental management environmental management environmental manage
will bring in the funds, expertise, and machines. Conclusion We shouldn't ignore the service providers because we need to put the people first. Their welfare is just as important in ensuring that the Batho Pele Principles are implemented correctly for greater impact. Departments should include both their internal and external customers in the
decision-making process, evaluation, and implementation. With both sides working hand-in-hand, the people working for the people working 
"People First", is an initiative that was launched in 1997 to transform the Public Service at all levels. Batho Pele was launched because democratic South Africa inherited a Public Service that was not people-friendly and lacked the skills and attitudes to meet the developmental challenges facing the country. In the struggle to transform the Public
Service, the old culture has to be changed to ensure that our people are served properly, that all staff work to their full capacity and treat state resources with respect. Improving Service Delivery Batho Pele is an approach to get public servants committed to serving people and to find ways to improve service delivery. This approach also requires the
involvement of the public in holding the Public Service accountable for the quality of service provided. Batho Pele is also about moving the Public Service from a rules-bound approach that hinders the delivery of services to an approach that encourages innovation and is results driven. In other words instead of looking for reasons why government
cannot do something, they have to find better ways to deliver what people need. Managers in public service have a key role to play in creating an environment for their staff to become effective in the way they interact with customers. This requires that they focus on motivating staff, ensure that they have to find better ways to deliver what people need. Managers in public service have a key role to play in creating an environment for their staff to become effective in the way they interact with customers.
ongoing support especially at times when staff are under pressure and stress. The Batho Pele aims to ensure that all public servants put people first, and adhere to the following overarching framework: We belong: we are part of the Public Service and should
work together and respect fellow colleagues We care: caring for the public we serve - our customers We serve: all citizens should be consultation: citizens should be consulted about their needs Standards: all citizens should know what service to expect Redress:
all citizens should be offered an apology and solution when standards are not met Access: all citizens should have equal access to services Courtesy: all citizens should be treated courteously Information: all citizens should be treated courtesy: all citizens are made and departments
are run Value for money: all services provided should offer value for money The 8 Batho Pele Principles Consultation Consultation simply means - interact with, listen to and learn from the people they serve, by finding out what services they need, how they would like
their services to be delivered and what they are dissatisfied about. Consultation is meaningless, unless it is fed back to the management so that they can change the system, or take the steps needed to improve the service given to the customers. Service standards Every department has to set service standards that guide exactly what they deliver and
to what quality or standard. Service standards should clearly state how long it will take and exactly what people can expect from the public service. For example, if you apply for an ID book. If this standard is not kept, the department
owes the customer an explanation and probably an apology. Redress When people do not get what they are entitled to from the Public Service, they have a right to redress. This means that the public servant should immediately apologise to them and also tell them what solution they are offering to their problem. If the public servant has none, they
should speak to their manager or supervisor and make sure that the problem is sorted out. The Public Service's success and image is built on its ability to deliver what people expect from them. When complaints are made, citizens to
ask for reasons for any decision taken by government that affects them. The Act ensures that citizens have a right to administrative decisions that are lawful, reasonable and procedurally fair. Where citizens are dissatisfied with the reasons given, the Act allows people to appeal the decision or ask for the review of the administrative action by a court
or, where appropriate, an independent and impartial tribunal. Access All citizens have the right to equal access to the services to which they are entitled. This especially applies to disabled people, illiterate people and rural people who may have difficulty accessing government services. Public servants have a special role to play, to make sure that
those who need extra assistance get it. Managers should ensure that these services are accessible to disabled people and that people who use wheelchairs and walking aids can get into public buildings. Special arrangements should be made to assist people with hearing or visual disabilities. Courtesy Public servants have to remember that they are
employed to help the people and to give them access to the services that are their rights. They are not there to stop people or to be obstacles. This means that in their contact with the public, public servants should always be courteous and helpful. Information All citizens should be given full information about the services that they have a right to get
If a public servant does not have information, they should try to find out and help the person. When referring them and which person they must go and see. The better informed people are, the easier it will be for the public service to do its job
and the fewer people there will be in the queues. Public servants are encouraged to spend some extra time with people who need a better explanation or special assistance because they cannot understand or cannot access the services themselves. Transparency It is very important for the Public Service and administration to be run as an open book.
The Public Service is there to serve the people and they have a right to the services, or social grants, simply because they do not yet have access to things like free basic services, or social grants, simply because they do not yet have access to things like free basic services, or social grants, simply because they do not yet have access to things like free basic services, or social grants, simply because they do not yet have access to things like free basic services, or social grants, simply because they do not yet have access to things like free basic services.
works, who is in charge and what its plans and budgets are. Value for money It is very important that public servants do not waste the scarce resources of government and that they deliver a service that is as cost-effective and efficient as possible. It is their duty to inform management of any wastage of resources and to look for ways of saving money
and time, without compromising the quality of the service delivered to people.
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