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8 **Key findings**

 various strategies used to disseminate info annual reports, media releases, imbizos, citizens forums, websites,

GCIS has also improved the dissemination of information on key government initiatives, policie

increasing demand for the DPSA initiated – Batho Pele Directory of Public Services prototype

Lack of usage of other official languages remains a key barrier to better understanding of key government information

Table 4.7. Level of compliance with Access as experienced by the patients

CRITERIA	sa	а	d	sd	Mean	SD
It takes more than one hour to get to this clinic.	12	26.7%	73.3%		2.73	0.44
You do visit other clinics.		52.5%	47.5%		2.47	0.50
Patients have equal access to all services rendered.	-	14.9%	85.1%	1.000	2.85	0.35
You are satisfied with the services provided at this clinic.	-	67.4%	32.6%	-	2.32	0.47

SD=standard deviation; sa=strongly agree; a=agree; d=disagree; sd=strongly disagree

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This might include us forming partnerships with other service providers and the community. If we already know what is important to our customers then we can set service standards which must be realistic depending on the resources we have. They take and active role in the organisation's success. There are 8 principles or guidelines for Batho Pele in the White Paper. This may be done by questionnaires, or by talking to customers. Openness and transparency Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge. We should also be able to measure these standards so that everyone can see if they are being met. Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect. We should write down a code of conduct and we should train and assess our staff in customer care. It also means eliminating waste, fraud and corruption and finding new ways of improving services at little or no cost. It focuses on the changes and

consequences that result from our implementing Batho Pele in our work. They are: Consultation Service Standards Courtesy Access Information Openness and Transparency Dealing with complaints Giving Best Value In KwaZulu-Natal we have another two principles. 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. Information Information is about reaching all our customers to make sure they are well informed about the services that are offered. Redress Redress is making it easy for people to tell us they are unhappy with our service. We should disseminate a Service Commitment Charter to inform customers about the services we offer. It should also include how well our department performed-did we keep our promises-deliver on time and so on. This may be done in a number of ways-for example through newspapers, radio, posters and leaflets. Leadership and Strategic Direction Good leadership is one of the most critical ingredients for successful organisations. Innovation and Reward This Batho Pele principle was an addition to the original list as a result of many of the participating departments innovative and creative ways of "doing things better." Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making our customers what they want and finding out how we can best meet their needs. All public servants are required to practice Batho Pele. It is also about rewarding the staff who "go the extra mile" in making it all happen. It was noticed that some departments had concentrated more on some of the principles and had forgotten others. Good staff attitudes and addressing customers in their own language makes access easier. If we work efficiently and maximise our skills we will add value and produce service excellence to give our customers the best value for their money. Service Standards While we should continually try to improve the service at any time. Courtesy is not only being polite to customers, but being friendly, helpful and treating everyone with dignity and respect. Representivity and affirmative action Human resource development and training Employment conditions and labour relations and restructuring Transforming service delivery Information technology Promoting a professional service delivery Information technology Promoting and management, and Democratising the State. 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 are: Encouraging Innovation and Rewarding Excellence Customer Impact Batho Pele -"People First" was conceived with the intention of transforming services which are too far away for people to visit. It's important to consult as many of our customers as we can and to use the information we receive to help improve our service to them. All citizens should have equal access to the services to which they are entitled. Good service delivery leads to happy customers and Employee satisfaction for a job well done. Openness and Transparency This Batho Pele principle encourages our departments to be open and honest about every aspect of our work. Citizens should be treated with courtesy and consideration. Public services should be provided economically and efficiently in order to give citizens the best possible. It's important to report back to customers so they know what to expect, and to our staff so they know what is expected from us. If we did not meet our standards, we should list the reasons and find ways to improve our service. We should train staff to deal with complaints in a friendly, helpful manner. It is also about rewarding the staff who "go the extra mile" in making it all happen. We should hold "open days," and invite members of the public to show them how we run our business. If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response. Impact means looking at the benefits which 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. Best Value This is a new principle which has been added in for 2002. We should publish an annual report to tell citizens how our resources were used, how much everything cost, including costs for staff, equipment delivery, services and so on. Quick Links The Batho Pele White Paper is the national governments' White Paper for Transforming Public Service Delivery. 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 services. Our managers should monitor the relationship between front line staff and customers and help staff to give a warm and friendly service to everyone. Encouraging Innovation and Rewarding Excellence Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. We should tell Customers how and where to complain and we should keep a record of all complaints and how we dealt with them. Batho Pele was founded on 8 principles, but since the inception of the Awards, two more principles have been added. We should understand that complaints can help us to improve our service as they tell us what our customers want. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles. It's important to remember that different customers have different needs and they do not all speak the same language. Access applies especially to the previously disadvantaged sectors of the community and to people with special needs.

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