

SARS, SABC scoop excellence awards

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The South African Revenue Service (SARS) has, for the second year in a row, been crowned as the state-owned organisation with the best overall reputation among ordinary South Africans.

The Public Sector Excellence survey, conducted annually by TNS Research Surveys in partnership with the Brand Leadership Academy, is a private sector-driven initiative to promote excellence in the public sector.

SARS walked away with four awards including for "overall excellence in delivering on its public mandate and its citizen-centric approach".

Treasury was awarded for overall public service excellence, while the Airports Company of SA and the Human Sciences Research Council also received awards.

The SABC, which has been hamstrung by board infighting and financial mismanagement, received five awards including for community engagement and brand leadership in the communications sector, internal effectiveness, service orientation and service orientation in rural areas.

Speaking at the awards ceremony on Thursday night, Collins Chabane, Minister in the Presidency for Performance Monitoring and Evaluation, said government is "in the process of building a performance-orientated state which should practically turn our promises (of better service delivery) into action. Our actions should begin to impact directly on what our people are experiencing on a daily basis when they come into contact with government.

"Their experience at the offices of Home Affairs, SARS, the traffic department, hospitals, clinics and where their children go to school for example should be pleasantly memorable. Currently in some of these centres of delivery, these experiences can best be described as draining or stressful," he said.

According to Chabane, 10- and 15-year reviews conducted by the Presidency revealed that massive increases in expenditure on key delivery areas "has not translated into outcomes our people want. Neither has it translated into what we have expected of our work. There is a lot that needs to be done to turn the corner."