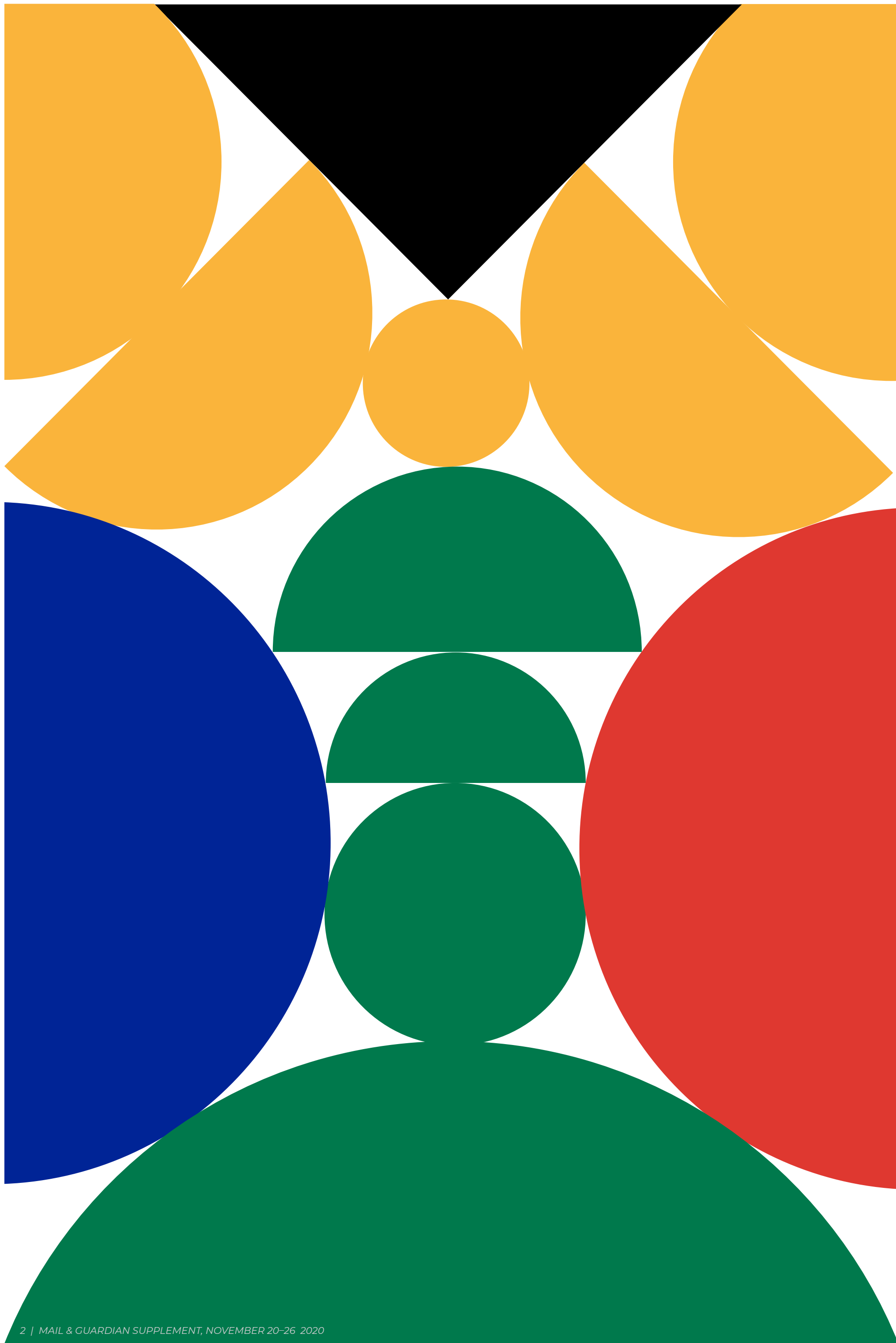




Mail & Guardian

**WHY WE SERVE
SOUTH AFRICA**





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FOREWORD



Photo by Paul Botes

Life would ground to a halt without the tireless work of ethical, hardworking and diligent public servants. Our civil workforce engages in the real business of rendering services to the public which includes frontline services and being the backbone of every policy-driven vision in this country.

Being a public servant is a thankless job. Every day there are thousands if not millions of workers who go the extra mile to help every day South Africans access the most basic of services.

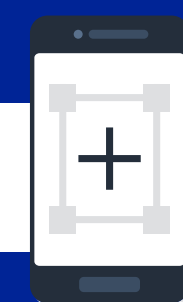
They are the engineers who made ancient Eskom power plants chug along, despite the rusted bolts and regular tech failures. They are the accountants who kept doing the books to show how much was being stolen. They are the energy planners who fought for renewable energy despite the corrupt coal lobby. They are the tens of thousands who kept working on behalf of us.

The #WhyWeServeSA supplement informs the public about the work public servants do and why they have chosen public service careers, as well as the many ways government services make life better for all of us. Government workers are doing important work that positively impacts South Africa.

Let us salute them.

Sipho Kings

Acting editor-in-chief, Mail & Guardian



Scan the QR code with your phone camera to learn more about each winner.





PRESIDENT CYRIL RAMAPHOSA
FOUNDER AND DIRECTOR: ALBINISM SOCIETY OF SOUTH AFRICA
COMMISSIONER: COMMISSION FOR GENDER EQUALITY

“Being a public servant is an honour and a privilege. It demands dedication, selflessness, professionalism, commitment and the utmost faithfulness to the principles of Batho Pele, of putting the people first.”

PRESIDENT CYRIL RAMAPHOSA



Thabang Mokgoshi

Communications official @ Department of planning, monitoring and evaluation

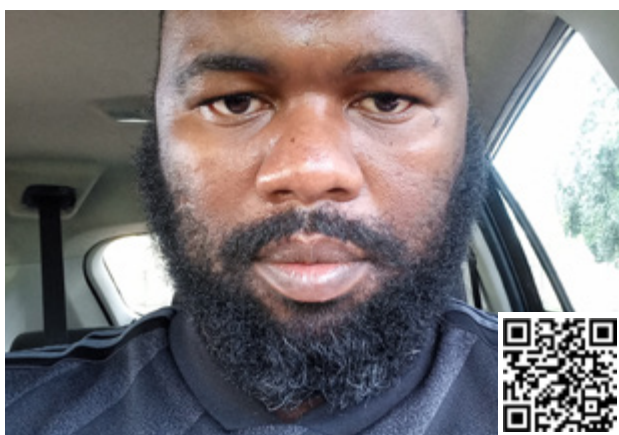
[@mokolokotwane](#) [@mokolokotwane](#)

Thabang Mokgoshi is a communications official in the department of planning, monitoring and evaluation. During an internship he decided to make working in the public service his career.

He had worked in the private sector previously but felt his skills weren't appreciated, and once he shifted roles he knew this was something he would enjoy.

Mokgoshi says the nature of his job requires delivering and rendering services to people, and he believes one should go the extra mile to ensure that service delivery is accelerated and that citizens' expectations are exceeded.

He's committed to serving the people of South Africa, because he believes the country has so much to offer: *"I love everything about South Africa, from the landscape to the weather and the diversity,"* he says...
– Fatima Moosa



Sinethemba Matiwane

Ward Councillor @ City of Ekurhuleni Metropolitan Municipality

[@Mjekwane](#)

"I did not choose to work in the public sector, it chose me."

Born in Tarkastad, a small town in the Eastern Cape, Matiwane was inspired to be the change he wanted to see in his community and his country. He chose to dedicate his life to working for government service delivery: *"One thing about me is that I do not like poverty and it pains me to see my neighbour struggle. If I can assist through my work in government or by making personal sacrifices, I would do that every second."*

He says that "public service is my calling", and has built up experience in various government departments on a local level – at City of Cape Town Metropolitan Municipality and at the City of Ekurhuleni Metropolitan Municipality – and on a provincial level in the Western Cape department of health and Gauteng department of basic education.
– Afrika Lethabo Bogatsu



Willem Esterhuysen

Head of Engineering @ African Radio Astronomy Observatory

[willem-esterhuysen-9091742/](#)

Willem Esterhuysen is head of engineering at the South African Radio Astronomy Observatory (SARAO). He got involved in civil service when he started working on the Southern African Large Telescope.

He later joined the SARAO, where he heads the engineering team responsible for the MeerKAT and SKA radio telescopes. He's also involved in the National Ventilator Project.

"I got involved in all these projects because I wanted to add value and have a positive impact on society. These projects satisfied my engineering and technical aspirations"

He says the SARAO has a strong focus on training and development, something South Africa needs.

"It warms my heart when I see how people grow because it gives me hope for the country and tomorrow." – Nicolene de Wee



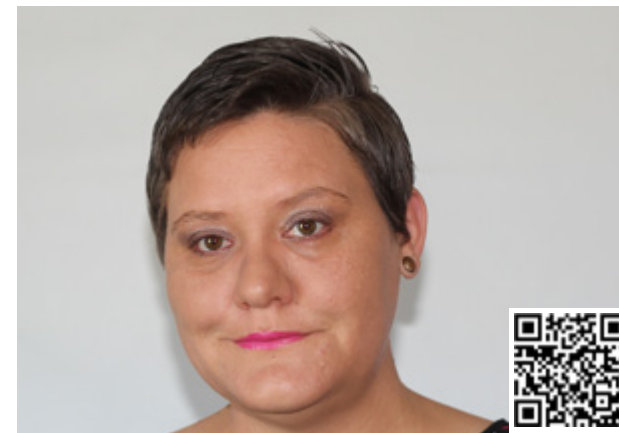
Thabang Bogopa

Bomb Disposal Specialist @ South African Police Service

[willem-esterhuysen-9091742/](#)

"As a bomb disposal specialist, my greatest satisfaction derives from saving people, property and events without those whom you've saved even realising that they were in extreme danger."

Preserving lives is an eternal driver for me." When he was growing up, Thabang Bogopa's eyes were opened to the injustices that underprivileged people endure due to a lack of professional service delivery. In 2010, while at university, he was struggling with his finances, and the National Student Financial Aid Scheme was so difficult to navigate that it derailed his studies. This was when he opted to join the South African Police Service, and he's since won multiple awards for exceptional service as he works towards a user-friendly police service that can easily aid those in need. *"Treat others how you want to be treated"* is one of Bogopa's guiding principles, leading to an approach to law enforcement that is also driven by a commitment to God. – Rosie Goddard



Karen Holder

Assistant Manager: Monitoring & Evaluation @ E Cape Office of the Premier

[@holder783](#) [@holder783](#)

For Karen Holder, being part of the public service is part of her civic duty, but it goes beyond that: on both of her parents' sides is a long line of public servants, so it felt natural to follow their lead.

At the age of 20, and after several setbacks in her personal life, she started volunteering at the provincial department of agriculture. Her dedication was quickly recognised and rewarded, and she was fuelled by the knowledge that her work could change people's lives.

Soon after the Covid-19 pandemic hit South Africa, she helped to establish an emergency Covid-19 pilot call centre for the premier. Holder said this served to assist citizens especially during Levels 5 and 4 of lockdown. Holder says: *"In this instance, I went beyond the call of duty to make a difference in the lives of citizens. It was time for my generation to rise and fight for a cause."* – Fatima Moosa



Paballo Mohafa

Deputy director: Integrated Conservation and Environment Management @ the Cradle of Humankind World Heritage Site

[@khaltures](#) [khalture](#)

As a heritage practitioner she is responsible for the conservation and management of heritage sites such as historic buildings, landscapes and ancient monuments.

The public service is an ever-evolving and progressive environment, and I wanted to be part of a workforce that is representative of the citizens it serves. *"I also wanted an opportunity to educate and empower communities about the country's cultural and natural heritage."* Mohafa says there are plenty of staff investment opportunities for someone who's eager to learn, and that the government provides more job security than the private sector. She goes beyond the call of duty to ensure that the job is done properly. "I think going above and beyond our customers' expectations helps to build lasting relationships and restore faith in government." – Nicolene de Wee





Thulisile Manzini

Acting chief executive officer
@ Brand South Africa

@ThulisileTC

Thulisile Manzini's career in public service has spanned 22 years. In her various executive roles, she's been successful in transforming organisations marred by intricate challenges and instabilities.

She's done so by implementing strategies that contribute positively to good corporate governance, operational efficiency and administration.

Manzini says that the Brand South Africa platform has given her the opportunity to manage and put the organisation on an efficient, fast-growing trajectory.

"As a public servant, I believe in contributing to a professional and functioning public service that prides itself in providing services in an equitable manner for the betterment of all its citizens, with priority given to the most vulnerable and destitute. At the core of who I am, I want to make a difference in people's lives." – Tshegofatso Mathe



Genevieve Simelane

Shop steward @ Office of the Premier
at the Public Servants Association

@Genevieve Magdelene Simelane

"Oppression in the workplace is very real, so I always try to be a beacon for employees who are already experiencing struggles in their personal lives."

Genevieve Simelane works at the Office of the Premier for the Public Servants Association. She started her journey in public service in 2004 out of necessity, but her passion for people quickly grew as she saw the lack of workplace representation.

Simelane's purpose could be described as the pursuit of fairness in the workplace. She says that she works hard to ensure that the rights of her colleagues and fellow civil servants are protected. *"I love that as workers we are not left without any aid, recourse or resources,"* she says of our strong labour relations legislature and the protection of workers rights, which she describes as her favourite thing about South Africa.

She understands that lower-level employees in government deserve fairness and compassion.
– Afrika Bogatsu



Nobulali Mfengu

Social work manager (acting director)
@ Department of social development

Lalie Mfengu

Nobulali Mfengu's passion to help others to develop at a young age. Today, she's a social work manager (acting director) in the department of social development.

Mfengu grew up in Cofimvaba in the Eastern Cape, where she witnessed people living in poor conditions. "I grew up knowing that my purpose was to touch the lives of others in a meaningful way. My passion stretches past my immediate circle, and that's the reason serving communities comes naturally.

"What motivates me is the desire to serve my country within the broader national agenda and social policy discourse, and knowing that there is a level of impact in what I do." Mfengu describes social work as a caring profession that is in line with her aspirations: "My family instilled core values in me, and this serves as a source of strength even in challenging times. Each one of us has to play a role, particularly the youth of today." – Nicolene de Wee



Mpho Putu

Project manager
@ Department of Social Development

"I always reached out and helped students and the poor and vulnerable of our society," he says. "Looking back, I do think I made a difference."

Mpho Putu is a project manager at the department of social development. From a young age, he had a passion for helping others in his community.

Putu worked for NGOs such as the Institute for Democratic Alternatives in South Africa, the Aids Consortium and the FoodBank SA, then joined the public service "because it gave me a sense of purpose and fulfilment".

Putu and his brother raised funds to educate 500 young people at universities and colleges. *"I love that we have hard-working men and women who paved the way for others to enjoy the same opportunities they had. We need everyone's skills to build our country's economy,"* he says. – Nicolene de Wee



Pontsho Maruping

Deputy manager: operations and
business processes @ South African
Radio Astronomy Observatory

@outerspace_P

She moved from the private sector into public service during South Africa's transition to democracy because she wanted to be part of the country's growing innovation within science.

When it comes to South African youth, Maruping says she is amazed at how many young people choose to do advanced degrees in science. "This means that science is becoming a lot more attractive. But I'm still concerned about the small amount of scientists the country produces, and I think that government can invest a lot more to encourage that the youth venture into this field." She loves South Africa's diversity, resilience and the warmth of its citizens: *"I grew up in the township and I am constantly amazed at how, no matter their circumstances, people get on with life."*

– Nicolene de Wee



Miranda Henry

Senior procurement officer
@ the Office of the CFO at Gauteng
Provincial Treasury

Miranda Henry

"Civil service chose me and not the other way around. I want, in my own way, to make a difference in the lives of others."

Miranda Henry is a senior procurement officer working in the office of the CFO at the Gauteng provincial treasury. She also serves as a shop steward for the Public Servants, Association of South Africa, where she aims to improve the working conditions of civil servants in Gauteng.

"Going beyond the call of duty comes naturally to me. I mostly work behind the scenes, where I ensure that goals and targets are met, because I don't do this for recognition or praise," she says.

South Africa's diversity, which can be seen in the variety of dishes we eat and the languages we speak, is what Henry loves most about her country: "I think it makes us different and thus makes us unique."
– Nicolene de Wee



Mbuyisa Mondli Manana

Assistant Director: budget planning and control @ Gauteng department of roads and transport

@MbuyiZa

"I love my country and being a civil servant is what I do for all South Africans."

Mbuyisa Mondli Manana is an assistant director: budget planning and control at the Gauteng department of roads and transport. He says he has always been passionate about serving others. "I think that passion was born when dad was a town clerk at the Daveyton municipality. That's where I saw a computer and a fax machine for the first time." He says public service can be a tough and challenging environment, especially when employees are expected to balance their political and policy beliefs. "I also serve as chairperson of a union, [the] Public Servants Association's branch within the Gauteng department of roads and transport. He's positive about what South Africa has to offer: "I always listen to foreigners and how they rave about our country and its cultural diversity and value. That makes me happy to be South African."

- Nicolene de Wee



Midah Moreroa

Director: supply chain management @ Government Communication and Information System

Matsiane Khonothl Moreroa

"I wish to develop and inspire future practitioners in my field of work because, when all is said and done, all I have is my reputation."

Midah Moreroa, the director of supply chain management at the Government Communication and Information System, says she initially went into the public service simply because she needed a job. "It happened at a time when I'd left my previous job and I had to support my children. Once I was employed in the civil service, I realised the positive influence I could have on the lives of South Africans across all levels of society." Moreroa says she goes above and beyond the call of duty purely because of the passion she has for her job: "A passion to make a difference, a passion to say I contributed and the satisfaction of seeing others follow in my footsteps." She believes that, for her department to achieve its service delivery objectives, everyone has to pull their weight. - Nicolene de Wee



Remofilwe Latoya Azania Morekisi

Assistant Manager: Strategic Support @ Inkomati-Usuthu Catchment Management Agency

Empress_Azania

"I want to change the negative perceptions about public servants and provide quality services and assistance to all citizens, regardless of their race, gender or class."

Remofilwe Latoya Azania Morekisi regards civil service as one of the most important sectors of society. "I grew up in a family and community that had lost faith in the civil service. That black disadvantaged people should always expect the worst when interacting with civil servants was quite disturbing to me." Morekisi believes that South Africa needs competent, young and dedicated public servants to implement plans to change the lives of South Africans. "I was brought up in an enterprising family, where my grandfather inculcated a sense of hard work and dedication in his children." - Nicolene de Wee



Alpheus Sipho Molope

Senior manager, legal services department @ South African Social Security Agency (Sassa)

Alpheus Sipho Molope

It was after years of practising as an attorney that Alpheus Sipho Molope, senior manager of the legal services department at Sassa, felt a calling to join the civil service.

Civil service appeals to Molope because of the opportunities on offer: "There is flexibility of intra-transfer from one department to another. One can change jobs without changing the employer, thus gaining extensive knowledge of the operations of the state." The range of legal proceedings Molope is exposed to through Sassa is broad, which appeals to his passion for learning. For Molope, it is a deep sense of patriotism and doing what is right, both for the state and its people, that drives much of his work: "I have the utmost desire to ensure that the state executes its mandate for the provisioning of services, which, in my case, is access to social assistance." - Andie Reeves



Thandi Sibanyoni

Executive manager: corporate services @ E. Cape Office of the Premier

Growing up in a township under the apartheid government gave Thandi Sibanyoni, the executive manager of corporate services at Sassa, the drive to become a public servant.

experienced poverty and inequality at its best," says Sibanyoni. "I knew that I had to join the public service to contribute towards making South Africa a better place for all its people." Sibanyoni is responsible for internal audit and risk management at Sassa. Her role is to evaluate the internal control system to promote governance. For Sibanyoni, it is her impact on the lives of others that motivates her: "The belief that my contribution and service to the government makes a difference in someone's life and helps put food on their table keeps me going." Sibanyoni counts her successes by the number of lives she has touched, be it through the many clients Sassa serves or by giving guidance and support to co-workers. - Andie Reeves



Kelebogile Trom

Sergeant @ South African Police Service

Kelebogile Mamagabatsana Morake Trom

"What motivates me even more as a person is being valued and recognised within my workplace and the community."

Kelebogile Trom is a sergeant at the Ikageng police station in Potchefstroom, North West. She works as a communications officer and as a court orderly for domestic violence and harassment cases at the Ikageng Branch Court. She speaks on local radio stations, where she educates the community about crime and offers tips on safety. She started working as a police officer in 2004. Trom says that she initially got into the profession simply because she was looking for a job, but later realised that her job was not only about her, but also about being able to help her community fight crime. Trom says her job provides her with meaningful and challenging tasks. This is manageable because she works with a supportive team that provides her with information to do her job well, thus uplifting her confidence. - Tshogfatso Mathe



Major Mpho Mathebula

Operational Communication Officer at the Air Force Command Post @ SA Air Force Headquarters

@King_Meeka @King_Meeka

"When I joined the military years ago, my wearing my hair in its natural state of an afro was a weird bone of contention; nowadays, it's not even worth a mention. This is progress."

Major Mpho Mathebula says she joined the South African Air Force straight out of high school. She knew that she was designed to do work that allowed her to be part of building the kind of South Africa and Africa she wanted, and "joining the military was a good fit for such a calling". She believes it is important to do more than just the work that is allocated to you because South Africa needs a well-functioning, well-structured military. Mathebula says the military is important as a tool to protect the country's sovereignty. She goes beyond the call of duty to ensure the military delivers on its mandate and to help keep the institution alive. She loves South Africa and serving the country's people because of the diversity of the country. - Fatima Moosa



Jean Makara-Mbele

Teacher @ IM Manchu Secondary School

JeanMakara

"I love children and I want to see them prosper. It's important that they have a bright future."

Jean Makara-Mbele is a teacher at the IM Manchu Secondary School in Balfour, Mpumalanga. The school is located in a township and Mbele serves as the head of department for mathematics and mathematical science. She says her love for children and numbers made her decision to study education so much easier. "I love children and I want to see them prosper. It's important that they have a bright future," she says. Makara-Mbele regards teaching as a profession which lays a foundation for the country's future doctors, lawyers and other careers. She says she goes beyond the call of duty to ensure that every child is given the opportunity they deserve. "Mathematics and science is also the basis for technology, and in a changing world it's important that children are equipped with this knowledge." - Nicolene de Wee



Murhandiwani Shivambu

Agricultural adviser @ Mpumalanga department of agriculture, rural development, land and environmental affairs

@Rhandzu84375157

Food security is a cause close to the heart of Murhandiwani Shivambu, agricultural adviser for the Mpumalanga department of agriculture, rural development, land and environmental affairs.

In her capacity as agricultural adviser, Shivambu works with a range of people in various provinces, from farmers to schoolchildren, teaching them about global warming, food production and the importance of consuming fresh food. Through her work at the department she hopes to empower communities to grow their own vegetables, as well as teach basic agricultural skills such as soil health and sustainability.

Shivambu leads by example, by harvesting her vegetables from her own backyard garden. "My hope for South Africa is that every household should have a backyard vegetable garden." - Andie Reeves



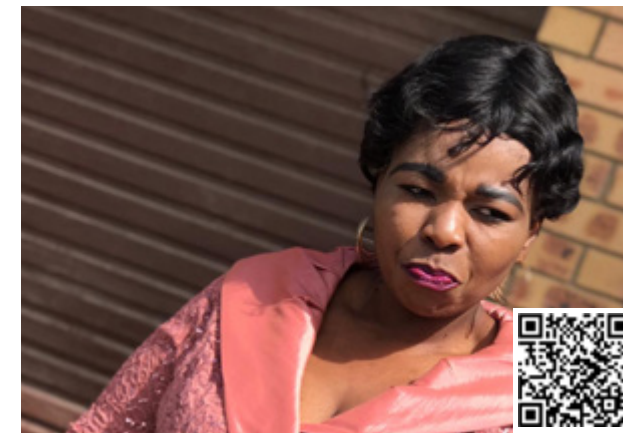
Solly Ramulumisi

Assistant director @ Gauteng department of agriculture and rural development

Solly Ramulumisi

Solly Ramulumisi is an assistant director at the Gauteng department of agriculture and rural development. Before this, he was a database administrator.

Ramulumisi has been in this line of work and managing people since 2006. Although his job involves working with people, he says his strong skills are software and database development analysis in the information and technology space. He says he always takes pride in his ability to coordinate and orchestrate smooth-sailing projects. Ramulumisi says he enjoys working in the public sector, because it brings a certain level of prestige and he is satisfied when serving the public. "It brings about the positive changes you had wished for. You get a lifetime's chance to erase corruption and ensure that justice is served to all," he says. He stays motivated by constantly learning new things, mentoring and coaching others, meeting deadlines and coming up with creative ideas on how to improve systems. - Tshogfatso Mathe



Nomthandazo "Thandi" Masina

Control room attendant and former firefighter @ Lekwa municipality in Standerton, Mpumalanga

Nomthandazo "Thandi" Masina started her career as a firefighter in 2003 and now works as a control room attendant at Lekwa municipality in Standerton, Mpumalanga.

My duties as a civil servant are to assist the community and that's the main reason why I decided on this career. Being a firefighter can be quite challenging at times, especially because it's still regarded as a male-dominated industry," she says. While Masina admits being a firefighter is not an easy job, she says it's fulfilling to know that she can save lives on a regular basis. Masina is also urging South Africans to work hand-in-hand with frontline workers during the Covid-19 pandemic and beyond. - Nicolene de Wee



Carin Koster

General manager: solutions development @ Sassa

"I wish for a future when we can institute care and compassion, collaborating our efforts to uplift and care for our citizens."

For Carin Koster, general manager of solutions development at Sassa (South African Social Security Agency), it's the chance to help people who need it the most that draws her to public service. "In Sassa we care for the most vulnerable people in our country," she says. In her role Koster is responsible for the development of new solutions, as well as managing the application portfolio for SASSA. To provide the best service, Koster believes a good team with strong principles is key. "Contrary to what most people believe of civil service, my team has a high work ethic," she says. "They don't mind working at all odd hours with me to provide and strive for excellence." Koster's hope for the future of the civil service is the eradication of fraud and fraudulent behaviour, as well as more humanity from leaders. - Andie Reeves



Professor Wendy Susan Stevens

Head of the Department of Molecular Medicine and Haematology (DMMH) @ Witwatersrand

[Wendy Susan Stevens](#)

“I realised very quickly that your average South African did not receive adequate laboratory services. Working on the front line with patients has demonstrated to me first-hand, the gaps within the clinical and laboratory interface.”

Professor Wendy Susan Stevens is the head of the department of Molecular Medicine and Haematology at the University of the Witwatersrand, a position she's been in since 2003. She is also the founder and head of the National Priority Programmes which was designed to establish and maintain laboratories to deal with National Programmes for HIV and TB in the public sector. Her recent accomplishment is her being called to serve as a member of the Covid-19 ministerial advisory committee. There she has worked on novel Covid-19 molecular and rapid diagnostic validations from April till now. – *Tshegofatso Mathe*



Hester Wagenaar

Executive assistant to the chief executive @ South African Social Security Agency (Sassa)

“The civil service should be seen as a calling — there are benefits and opportunities for growth, in which anyone can excel, as long as your heart is in it.”

Hester Wagenaar has been a public servant for 38 years, serving as the executive assistant to the chief executive of the South African Social Security Agency (Sassa). Her position is that of the primary point of access to the chief executive, meaning that she must deal with stakeholders, government entities, clients and members of the public whenever they experience challenges that need specific and urgent attention.

Wagenaar has managed to remain steadfast due to her strong moral compass and sense of duty towards her fellow South Africans. She says: **“It may sound like a cliché, but if the small things I can do assist even one person with their request or complaint, then my day is made!”** Having worked with three chief executives during her tenure at Sassa, Wagenaar has stood the test of time and proved herself to be a public servant of the highest order. – *James Nash*



Thega Kandasamy

Operational manager for unaccounted for water physical loss technical services @ Johannesburg Water

[thega_kandasamy](#)

Thega Kandasamy works in the Soweto region, where he implements and plans for the work required to reduce unaccounted for water.

In a water-scarce country like South Africa, Kandasamy's work is important. He ensures that water demand is managed and, where necessary, helps to reduce pressure on the system. Working for Johannesburg Water, Kandasamy and his team strive to reduce water loss by reducing the pressure within the network, thus saving the precious resource. Living through the Covid-19 pandemic has made Kandasamy realise the need to be grateful to see another day. Water is everyone's business, says Kandasamy, and he believes that, as the consumers of it, it is everyone's responsibility to look after this very scarce resource. **“Nothing will work if you do not. Be responsible for saving water and the environment.”** – *Fatima Moosa*



Mandisa Tshikwatamba

Former chief executive @ Small Enterprise Development Agency

[Mandisa Manjezi](#)

Mandisa Tshikwatamba was inspired to follow this line of work because many of her family members held different positions in the public service.

She says: **“When I obtained my first degree in the 90s as a black child, the economic transformation agenda of the [ANC] government was the live message.”** She took the position of chief executive at the Small Enterprise Development Agency after spending seven years as the deputy director-general at the National School of Government at the department of public service and administration, and so has spent most of her career in public service. Recently, Tshikwatamba stepped down from her position as chief executive of the agency to undertake public service work at her husband's church, the Restoration Church of Life for all Nations. Concurrently, she'll be studying for her doctoral degree in business development. Tshikwatamba says she is an optimistic person who sees failure as an opportunity to learn from mistakes and try again. – *Andie Reeves*



Winnie Molebatsi

Teacher @ Ubuhlebethu High School

With the young minds of our nation in the hands of teachers such as Molebatsi, there's a bright future ahead for our country.

Even in the best of times, teachers are among the hardest working and least celebrated of our civil servants. With the advent of the Covid-19 pandemic, this well-recognised strain on educators was exacerbated further: many have had to adjust to online classes or risk their lives to educate future generations. Winnie Molebatsi is one such person, whose passion for her pupils when at school, students when at varsity and her occupation have led her to forge ever forward in the hope of a brighter future for young South Africans. When asked what drives her, Molebatsi replied that her motivation lies in, **“my love of teaching, my love for children and to acquire more experience and elevate my skills as an educator.”** It is this passion and pursuit of excellence that have made her such an exemplary teacher, one who has shown the self-awareness to see her profession as a process, not just a position. – *James Nash*



Logan Munsamy

Senior manager (networks) @ Johannesburg Water

[Logan Munsamy](#)

I do not see my work within the municipal space as a job — I see it as my passion. We live in a historically disadvantaged society, and there are various service delivery imbalances that can only be addressed by staff who are committed to going the extra mile.”

Logan Munsamy is the senior manager of operations and maintenance of water and sewer infrastructure in the City of Johannesburg. This covers all aspects of burst mains, and sewer blockages and customer meters. He has always had a passion for technical things. After his studies, he realised that there were gaps and shortcomings in some municipalities. His intention was not only to make a difference in the lives of the residents of the community, but also to develop his skills and add value to other people's lives based on his own experiences. Munsamy's passion for engineering and working with people are some of the reasons he loves the service. – *Shai Rama*





Mpho Ratshisusu

Head of legal services
@ Department of water and sanitation

f Mpho Tim

"I get up in the morning for work and realise that my contribution, no matter how small, can change the lives of so many people."

Mpho Ratshisusu always knew he wanted to work for the people of South Africa. Today, he serves as the head of legal services at the department of water and sanitation. Ratshisusu obtained an LLB degree at the University of Venda and in 2004 obtained a master's degree in labour law through the University of Pretoria. He later joined Madiwana & Sekhoela Attorneys, where he completed his articles and soon after practised as an attorney for a short while. His career in civil service started at the department of social development. *"The knowledge that I'm serving the nation and contributing to change in this country motivates me to go beyond the call of duty,"* he says. Ratshisusu is preparing a proposal for his doctoral studies at his alma mater, the University of Venda.
– Nicolene de Wee



Bejude Rampoana

Professional Nurse @ Ramano Integrated Healthcare Services

f Ramano Integrated Healthcare Services

"I love my country. It has given women a chance to achieve what they wanted to after being oppressed for so long during the apartheid era."

Bejude Rampoana has been working as a nurse for 20 years. She is now working at Ramano Integrated Healthcare Services in the Free State, she's been on the frontline of the Covid-19 pandemic, working tirelessly to ensure the health and safety of her fellow community members, even though she is at risk due to an underlying health condition. For Rampoana, the reason she goes above and beyond is simple: she chose to be a public servant because she likes to take care of the sick, and she doesn't rest until a job is done because she feels a personal sense of fulfilment when she sees her clients getting better. *"I love my country. It has given women a chance to achieve what they wanted to after being oppressed during the apartheid era for so long,"*
– Rosie Goddard



Thabo Morobi

Senior administrative clerk
@ Gauteng department of education

Thabo Morobi found the civil service was a calling. He excelled from the start, and even took first position in the Logistical Support Awards 2016 while serving as an administrative clerk at Monde Primary School.

He is now employed at the Gauteng department of education as a senior administrative clerk, working in the circuit management sub-directorate. "The working environment I'm in allows me to engage with schools and parents," he says proudly. "I feel such joy every time my peers and supervisors congratulate me on a job well done, or when parents thank me after I've assisted with school-related queries." Morobi prides himself on his IT background. His willingness to go above and beyond the call of duty is seen in his treatment of interns: *"I make sure that when an individual internship comes to an end, I have at least imparted my skills and knowledge on to another,"*
– Rosie Goddard



Gustav Eldrid Wilson

Regional head: development and care department of correctional services
Free State/Northern Cape region
@ Department of correctional services

t @wilson_gustav i gustav7282

Gustav Wilson's passion for people and his commitment to delivering excellent services are his driving forces when it comes to bettering the lives of South Africans.

He works in the department of correctional services and is dedicated to the rehabilitation of inmates. He has embarked upon a number of projects and programmes throughout his illustrious career. Wilson has served 25 years in various positions in government since he began as a social worker at the Free State department of social development in 1995. Over the years, he has used his wealth of knowledge and experience to address the issues of poverty, inequality and unemployment — going beyond the call of duty in everything he does and contributing towards the spiritual, moral and economic upliftment of his community. – Shai Rama



Glenville Fransman

Senior Administrative Assistant
@ North-West University

Growing up without a mother, Glenville Fransman was raised by aunts and uncles in Promosa in Potchefstroom, North West, which instilled in him the value of community and a need to give back.

Fransman shares his lived experiences with the youth of Potchefstroom and Promosa, with the aim of changing the mentality in these communities. Hoping to veer the young away from a life of gangsterism and drugs, Fransman draws on past mistakes while honouring the significant people and leaders who greatly influenced his life (some of whom have died), to change the narrative and inspire young people to build better lives for themselves. Having served the community for the past 16 years, Glenville Fransman says: *"I feel blessed to serve the public considering the mistakes I made growing up. As the Bible teaches us, 'If someone forces you to go with him one mile, go with him two miles' — this motivates me to be a servant of the people because I love my family and my community,"*
– Shai Rama



Tughfa Hamdulay

Director of Early Childhood Development and Partial Care @ Western Cape Department of Social Development

Growing up in apartheid South Africa, inequality was always front of mind for Tughfa Hamdulay.

She's been in the social welfare sector for 31 years, lives and breathes her ideals, and is the director of early childhood development and partial care at the Western Cape department of social development. She says: *"When you choose to be a civil servant, you choose to engage in a relationship with the public and to be of service, regardless of the personal cost we sometimes pay. There have been times, as is the experience of many social workers and others in this department, when you put in extra hours, miss family time, and take emotional and physical strain. But when keeping sight of the ultimate objective — which is doing what's best for the people we serve — we realise we are in fact duty-bound to do so. It's the outcome that is important, and what one strives for,"* – Tshogafatso Mathe



Colonel Kervin Deslin Solomons

Station commander, Garsfontein Police Station @ South African Police Service

"I saw the civil sector as the perfect platform to bring about change in society."

Colonel Kervin Deslin Solomons is the station commander at the Garsfontein police station in Pretoria. Solomons is responsible for managing and leading the members of his division to secure the best service delivery in the community they serve, and to keep the community safe. What drives Solomons to go above the call of duty is that he has a public servant's heart and believes in his abilities. Solomons had an uncle who served as a police officer and inspired him, but it was a higher calling that ultimately led him to the South African Police Service. *"Being a devoted Christian and loving my country, I would love and often pray for South Africa and its people to regain and uphold good moral values once more,"* he says. – Fatima Moosa



Lieutenant-Colonel Lumbani Chauke

Unit commander @ Family Violence, Child Protection and Sexual Offences Unit, SAPS Alexandra

Among the members of his community, Lieutenant-Colonel Lumbani Chauke has earned the reputation of someone who is always there to assist.

As the Unit Commander for the Family Violence, Child Protection and Sexual Offences SAPS Unit in Alexandra, he is fully committed to uplifting the people of South Africa by working towards the eradication of crime — especially when it comes to gender-based violence or cases involving children. Efficient and effective, he goes the extra mile, following up on cases to ensure that they are hiccup free, or that a problem is solved. *"Our people have nowhere and no one to run to in times of need. We are all yearning for excellence when public servants are called for duty; I'm one among many who steps up for our women, children and country,"* – Fatima Moosa



Bongwiwe Sokutu

Teacher @ Holy Cross High School

"We choose not to let our defeats define us, but instead let our victories inspire us."

Bongwiwe Sokutu has been a teacher at Holy Cross High School for the past 26 years. Orphaned at a young age, Sokutu's school teachers helped her out with the various expenses and challenges that come with growing up. When she matriculated, she knew that it was her duty to help others by sharing her knowledge and lived experiences. Sokutu feels that she didn't choose civil service, but that it chose her, which is why she became a teacher. Sokutu believes that being a teacher has led to her developing a true love for her country. She says: *"As South Africans, we continue to work harder, practise harder and study harder, despite all of the challenges and setbacks our people face. We choose not to let our defeats define us, but instead let our victories inspire us."* – Shai Rama



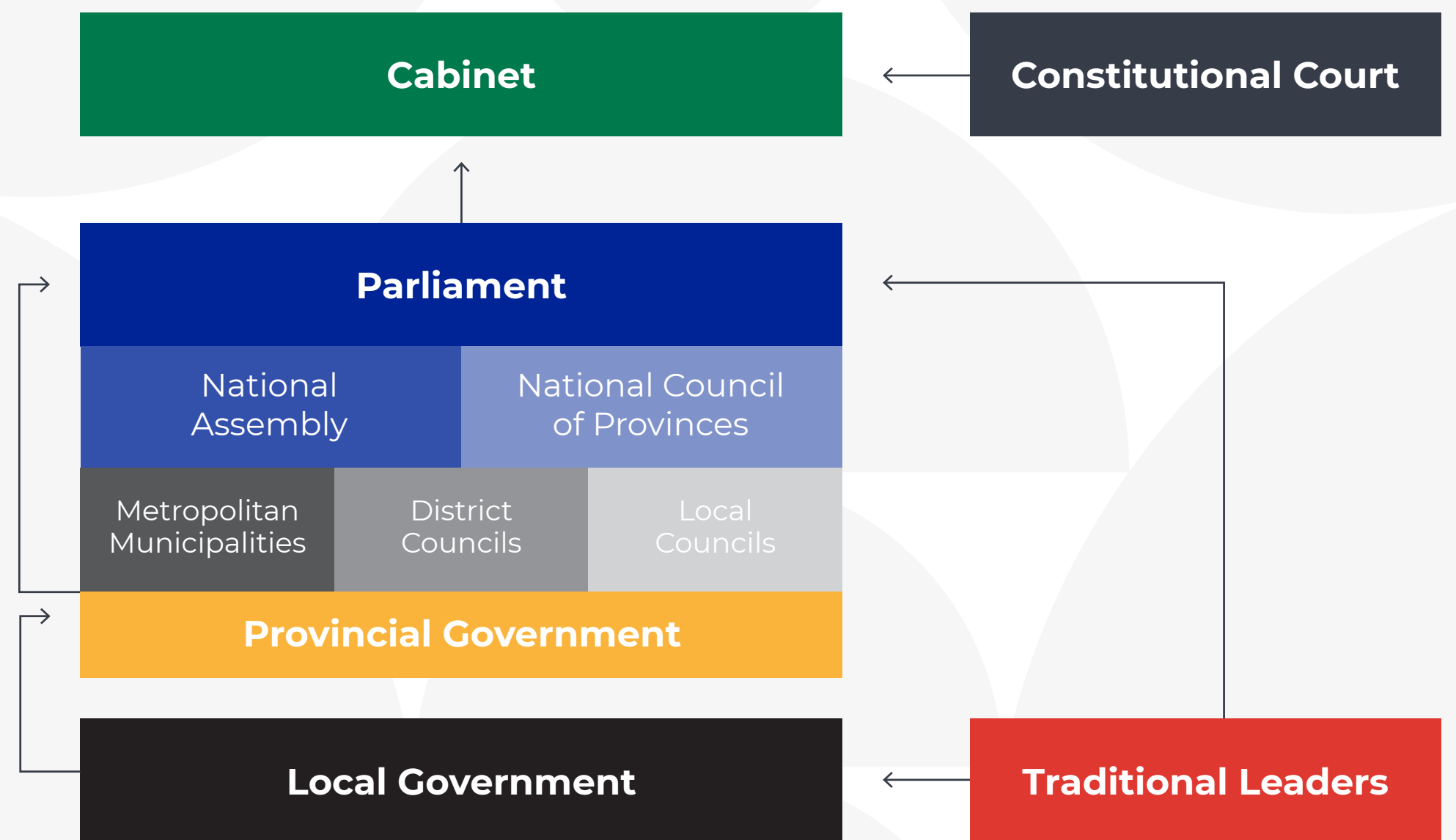
Beauty Afrika-Cibangu

Senior court interpreter @ Shop steward at the Public Servant's Association of South Africa

Beauty Afrika-Cibangu works at the Public Servant's Association of South Africa and is dedicated to serving her community and helping her colleagues.

Inspired by the principles of Batho Pele, which can be translated to People First, Afrika-Cibangu makes it a point to solve every problem and help others overcome challenges. The Batho Pele principles can also be summarised by the slogan: *"We belong, we care, we serve."* Afrika-Cibangu epitomises this approach, improving service delivery and prioritising serving people. Beauty is renowned for her exemplary customer-service skills and always arrives at work with a smile on her face and a happy greeting to her co-workers. Although her responsibilities are demanding, Afrika-Cibangu finds a way to balance them all efficiently, from labour relations to work and personal issues. Afrika-Cibangu's positive attitude and love for what she does is evident, and she has reported for work every day since the outbreak of the Covid-19 pandemic. – Shai Rama

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