

**Strand 3: Made in Africa Theories and Practices:
What can we contribute to the International
Discourse**

IMBIZO'S: A SOUTH AFRICAN PHENOMENA OF CONDUCTING EVALUATION

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Technology and Innovation in Evaluation Practice in Africa:
The Last Nail on the Coffin of Participatory Approaches

18-22 March 2024 | Kigali, Rwanda



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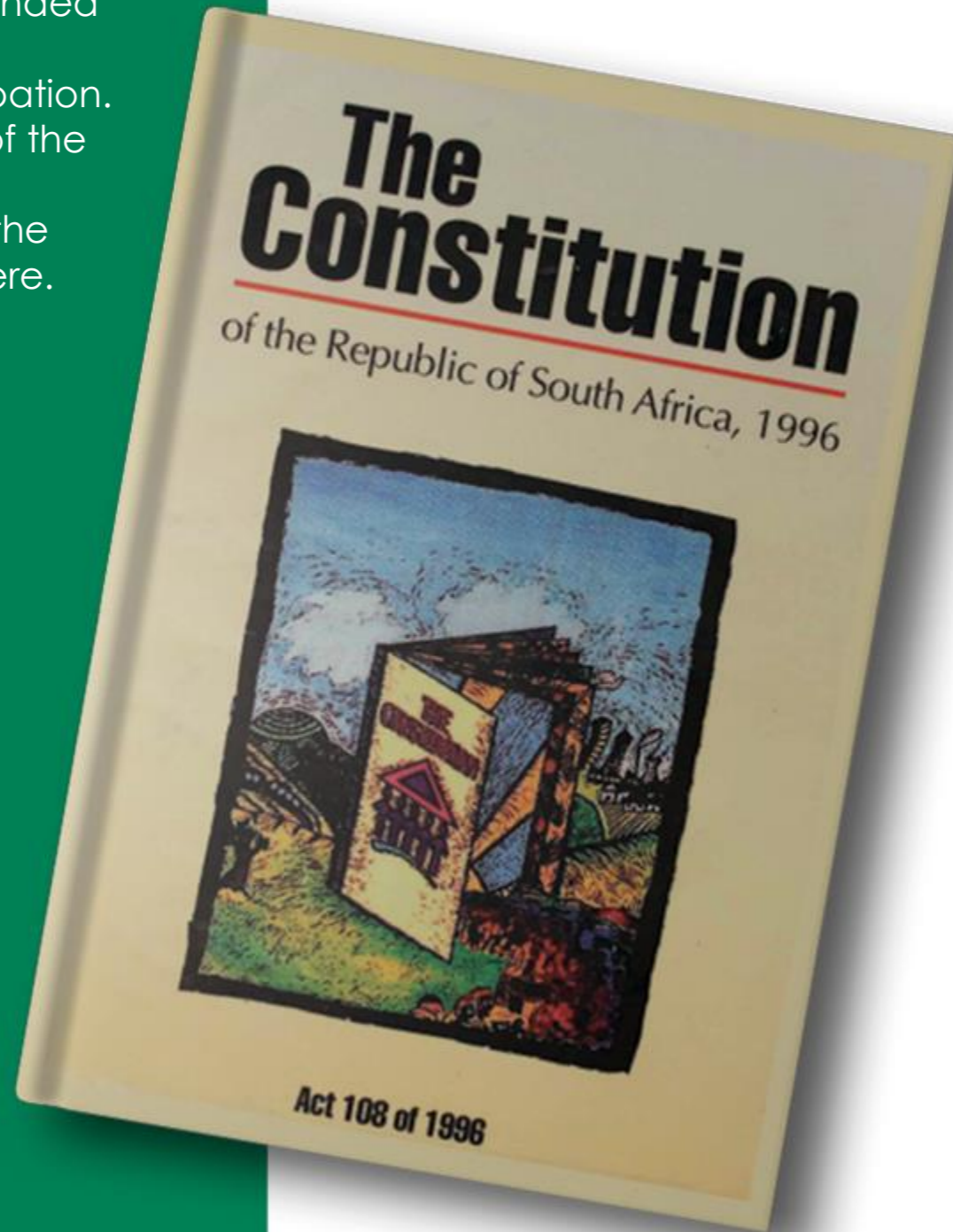
Department:
Planning, Monitoring and Evaluation
REPUBLIC OF SOUTH AFRICA



LEGISLATIVE CONTEXT

South Africa's democracy is founded on principles of accountable governance and public participation. **Section 195 of the Constitution** of the Republic of South Africa (1996) outlines the principles to which the public administration must adhere. These include:

- a) A high standard of professional ethics must be promoted and maintained.
- b) Efficient, economic and effective use of resources must be promoted.
- c) Public administration must be development-oriented.
- d) Services must be provided impartially, fairly, equitably and without bias.
- e) People's needs must be responded to, and the public must be encouraged to participate in policy-making.**
- f) Public administration must be accountable.**
- g) Transparency must be fostered by providing the public with timely, accessible and accurate information.**



- **White Paper on Transforming Public Service Delivery, 1995:** Government to engage with citizens with regards to decision making on service delivery.
- **The White Paper on Transforming Public Service Delivery (Batho Pele White Paper), 1997:** *Batho Pele, a Sotho translation for 'People First'*, provides a policy framework for a people-centred transformation of public service delivery and commits government to actively understanding and effectively responding to the needs of the people it serves.

“Improving service delivery also calls for a shift away from inward-looking, bureaucratic systems, processes and attitudes, and a search for new ways of working which put the needs of the public first, is better, faster and more responsive to the citizens' needs”. (1997:8)
- **The White Paper on Local Government, 1998:** developmental local government as municipalities that are committed to working with citizens and groups within the community to find solutions in meeting social, economic and material needs that will improve the quality of their lives.
- **Local Government: Municipal Systems Act, 2000:** requires municipalities to encourage and create conditions for the local community to participate in establishing necessary mechanisms, processes and procedures.
- **The Intergovernmental Relations Framework, 2005:** three spheres of government and all organs of state within these spheres to facilitate co-ordination in the implementation of policy and legislation including a coherent government, effective provision of services and realisation of national priorities.

WHAT IS AN IMBIZO?

Imbizo is a Zulu name derived from the verb “biza” which means **“call (together)”** or **“convene”**. Hence, an Imbizo is a **“coming-together”** or meeting or gathering.



In the South African context, Imbizo is a unique participatory platform that fosters public participation and a meaningful dialogue between elected public representatives and communities. It is an essential element of accountability which entrenches the principles of engagement and reconciliation for progress and development.

Imbizo programme is a Public Participation Programme (taking government to the people) championed by the President and hosted with the Ministers, Premier, MECs, Mayors. The program facilitates the identification of projects and focus areas in line with government priority programmes and responds directly to community needs.

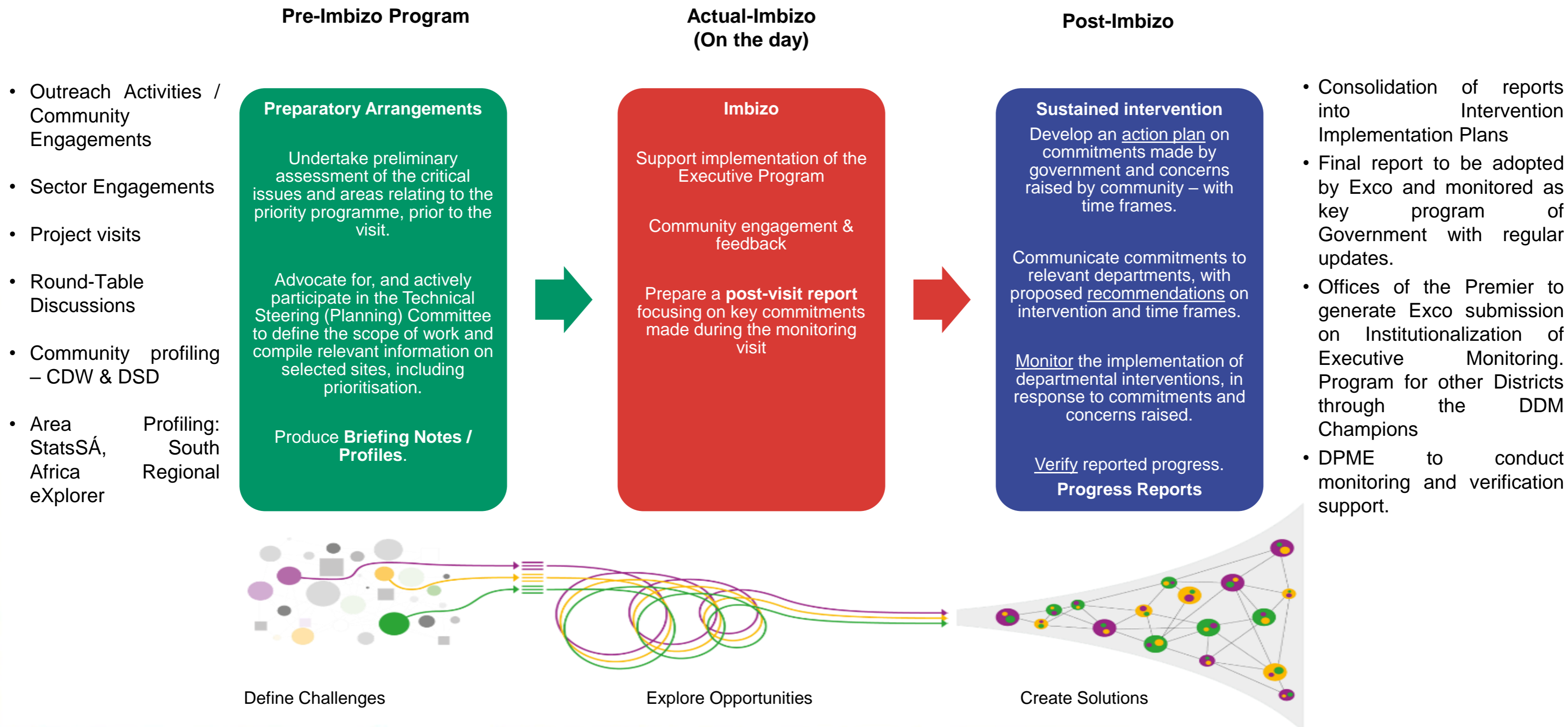
The primary aims:

- Direct engagement with communities on their needs and quality of government service;
- A platform for Political Principals and officials to articulate government plans for addressing identified challenges;
- Jointly derive solutions with communities in the form of implementation plans regarding development of their areas;
- Hands-on monitoring;
- Monitor implementation of key programmes and facilitate responses from Departments; and
- Implement and provide progress updates to the Principals and communities.

The District Delivery Model (DDM) Presidential Imbizos have brought to life the democratic principle of participatory democracy and the theme – **“Leave no one behind”**.



IMBIZO PLANNING & MONITORING PROCESS



CONCLUSION

The following principles are key in guiding the implementation of the Imbizo programme and citizen-based monitoring:

1

As a democratic nation, the voice of citizens is integral to building a capable, ethical and developmental state in South Africa

2

Imbizo and citizen-based monitoring is not a once-off event, but an on-going process of relationship building and performance improvement

3

Government must encourage independent monitoring by civil society & other entities. Monitoring mechanisms should be workable and suit the context in which they are applied

4

Monitoring findings and planned improvements need to be communicated to citizens timeously. Communication strategies must be informed by the target audience

5

Government monitoring systems need to include the views and experiences of citizens. Citizen participation in planning strengthens citizen participation in monitoring

6

Imbizo and Citizen-based monitoring must form an integral part of service delivery improvement plans and management decision-making processes

Engaging citizens and civil society in monitoring government performance can result in the following benefits:

- Community ownership and improved service-delivery
- Improve program effectiveness
- Improved public expenditure efficiency
- Greater trust in government and public confidence
- Strengthen institutions, processes and systems
- Enhance & complement government's performance monitoring systems
- Promote accountability across government

Thank You



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