

**Service delivery in the South African public service:  
Implementation of the *Batho Pele* principles  
by Statistics South Africa**

by

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## DEDICATION

To my late Grandfather

JOHANNES PETRUS EYGELAAR

In loving memory

Our time together was too short  
for all the things I still wanted to learn from you.

*In the sweet by and by,  
we will meet on that beautiful shore...*

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