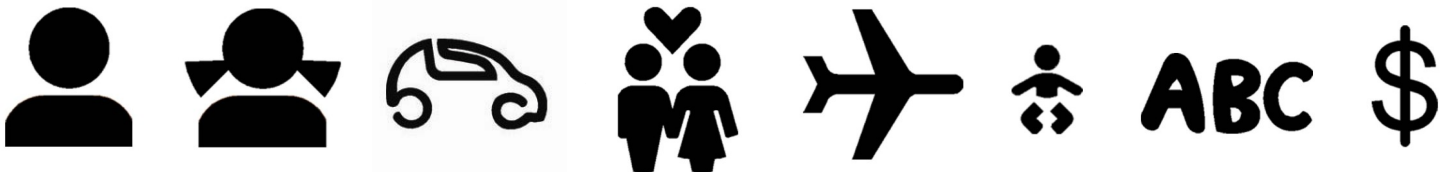# INTRODUCTION ❯❯❯❯

01

We cannot claim to be democratic revolutionaries when our practices do not talk that

-Public Sector Transformation Summit
(Kiviet: 2010)

*Illus. 1.1. Services provided for by the government*

chapter 01

1- GOVERNMENT'S RELATIONSHIP WITH CITIZENS

1.1 Introduction

Every person is a citizen of the state that they are born into, and every organisation or institution incorporated in the state is subject to its laws and each derives certain rights and responsibilities. Heywood states that it is the government's responsibility to maintain the set of institutions that one can easily recognise as public. It is these institutions that are responsible for the collective organisation of our social existence and they are funded at our own, the public's, expense (Heywood, 2002: 86).The government has an impact on every citizen; from the moment of birth until death, every person is subject to the dictates of government, no matter how independent the person may be.

The rights a person acquires as a citizen places quite a demanding burden on the state. From birth, every citizen is to be registered, through the issue of a birth certificate. This is a state requirement. There is a requirement that a citizen has is access to schooling through the education system, which is under the jurisdiction of government's regulations and guidelines. Thereafter, the application of an identity document is required. This enables and facilitates a number of transactions, by enabling the citizen to prove their identity and to enable the enjoyment of the rights provided by government. This document is issued by the (government) Department of Home Affairs. If the citizen wishes to drive a motor car, a driver's test and licence is to be obtained by the (government) Department of Transport. If the citizen desires to travel outside of his or her state's borders to visit other states, he or she will require a passport or authorised travel document in order to be allowed entry to a foreign state, as dictated by international law. This document is obtained and issued by the Department of Home Affairs. In the event of the citizens' deciding that they wish to marry, a state marriage certificate is issued and this document confers the rights that married couples enjoy under state law. The state also sometimes has to provide social welfare to look after the wellbeing of their less privileged citizens. In South Africa citizens are required to pay for unemployment insurance, and in the unfortunate event of citizens losing their job, unemployment insurance can be claimed from the Department of Labour. In the case of a divorce, a divorce decree is required. Similarly, a death certificate is required when a person dies and the state has to be made aware and will issue a death certificate, conferring the last rights of the deceased and his or her family. Even consider services that are in use
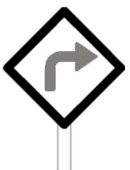
in everyday life such as water, electricity, roads, refuse removal and emergency services. All these services are in one way or another provided by a tier of government. Even if these services are privatised, there are government regulations that are put in place that these organisations need to adhere to.

All these services, which are provided by the government, are paid for by the citizen. These payments are received by government in the form of taxes such as income tax, VAT (value added tax), property tax and excise duties.

1.2 What is a state? Theoretical viewpoints

Hegel, the German philosopher, in his political work, *Philosophy of Right* (1821), defined the state as the highest expression of human freedom. He delineates the state into four categories: *idealistic state, civilian state, functionalist state,* and the state that this current generation falls within, the *organisational state*. The *idealistic state* is a place where the citizens set aside their own interests to benefit future generations and the elderly in society. In the *civilian state* citizens place their own interests above all other generations. The *functionalist state* strives to maintain order. And lastly, the *organisational state* is a place where a set of institutions are responsible for the collective organisation of services funded by the citizens (Hegel as cited by Heywood, 2002: 86). Furthermore, the organisational state is governed under a system of democracy, which the author defines as government by the people for the people.

2- REAL WORLD PROBLEM TO BE ADDRESSED: PROBLEM ENVIRONMENT

In the well known comic, *Obelix and Asterix: The Twelve Tasks of Asterix*, the two heroes are put through twelve impossible tasks set by Julius Caesar to prove that they are gods. For their eighth task, they arrive at a destination where they are surrounded by people who are acting *crazy*. They are presented with the next impossible task where they are to obtain permit A38 from the *Place that sends you Mad*.

Illus. 1.2. Obelix and Asterix performing the task from the place that sends you mad

The previous illustration depicts a reality facing government service delivery; a reality that is dysfunctional, frustrating and could quite possibly *send you mad*. In the South African context, when the current political leaders took office after the fourth democratic general elections in South Africa, emphasis was placed on public service transformation to address service delivery challenges.

3– BATHO PELE

Batho Pele principles, *A better life for all South Africans by putting people first*, have been put in place to address the service delivery challenges facing a democratic South Africa. *Batho Pele*, a Sotho translation for *people first,* and the slogan*: Together Beating the drum for Service Delivery;* have principles such as increasing access, openness and transparency, value for money and providing information to name a few. One of the three frameworks, in a series of policies and legislative frameworks is the transformation of service delivery.

Batho Pele

Definition
Batho Pele, a Sotho translation for "People First", is an initiative to get public servants to be service oriented, to strive for excellence in service delivery and to commit to continuous service delivery improvement. It is a simple and transparent mechanism, which allows citizens to hold public servants accountable for the level of service they deliver.

Batho Pele is not an 'add-on' activity. It is a way of delivering services by putting citizens at the centre of public service planning and operations. It is a major departure of dispensation, which excluded the majority of South Africans from government machinery to the one that seeks to include all citizens for the achievement of a better -life-for-all through services, products, and programmes of a democratic dispensation.

Vision
To continually improve the lives of the People of South Africa by transforming public service, this is representative, coherent, transparent, efficient, effective, accountable and responsive to the needs of all.

Mission:
The creation of a people-centred and a people-driven public service that is characterised by equality, quality, timeousness and a strong code of ethics

Principles:

-Consultation	*- Openness and transparency*
-Setting service standards	*- Redress*
-Increasing access	*- Value for money*
-Ensuring courtesy	*- Providing information*

(Department of Public Service and Administration: 2011)

4– THE PROBLEM

Government departments do not serve the citizens to their full potential and often act as a burden to their lives. Not only are the departments with the greatest public interface currently in scattered locations, there are additional problems in that they are unpleasant environments for the users, which results in government conveying a negative brand.

5- RESEARCH QUESTIONS

* Identify the services with the greatest interface and criteria to be housed in Citizen Connect and define a common thread throughout.
* How can the ideals and aspirations of this generation of democracy be represented through a concept like Citizen Connect?
* How can a interface architecture be achieved, through recognising the significance of the past, present and future, by implementing elements such as human scale within the urban context?

6- HYPOTHESIS

Government departments with the largest public interface can better serve the citizens by coming together in a convenient location, which will act as a shopfront for these services in a pleasant and connected environment.

7- ASSUMPTIONS AND DELIMITATIONS

The citizen centre Poupa Tempo in Brazil will be used as a point of departure, partly because of its documented success as well as being located in what is characterised as a developing country. Brazil is part of the largest and fastest growing economies; BRIC countries (Brazil, Russia, India and China), and South Africa recently joined this organisation on the 18th of February 2011 (Chuiko, 2011).
The objective is not to break down the government service sector, but to provide for a typology currently missing within the South African context. The functions that Citizen Connect will house will primarily be services for residents and temporary nationals with the most public interface. It will not house services for organisations.

8- PROJECT AIMS / OBJECTIVES

* Indicate a direction and meaning for state/ civic architecture
* Architecturally explore positive environments through humanising and connection architecture

9- RESEARCH METHODOLOGY

* Contextualise the normative position as an informing agent of the author within the problem environment (city as an artefact, parasitic architecture, and architecture houses, serves a function and is for people)
* Define the typology through precedent studies to inform the programme
* Conduct a precedent study through a timeline analysis of civic architecture of South Africa and look at what each building represented within that era
* Conduct a precedent study of existing government building based on the desired quality criteria
* Investigate an appropriate site with the greatest convenience for the citizen
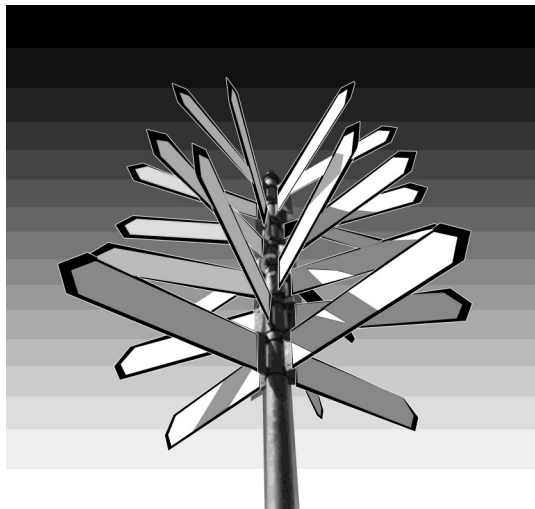
Illus. 1.3. Arrows illustrating the scattered locations of departments.

10– SUMMARY

WHAT Citizen Connect: shopfront for government services

WHY There is a need for transformation in the service delivery sector provided by the government to improve the lives of the citizens

HOW Establish a hub where departments with the largest public interface can come together to better serve the citizen

HOW Combine multiple services on a national, provincial and local level, traditionally in separate locations, which the citizen most frequently uses.

FOR WHOM All citizens of the country, but within the scope of this dissertation, the users of Pretoria City Centre

HOW Explore a new direction and brand of civic architecture, explore aspects of quality environments through connection architecture

Illus. 1.4. Poster from a political party leading up to the Municipal Elections, May 2011