

## Policies and Challenges of Service Delivery in South Africa

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### **Abstract:**

In this paper, the different problems and difficulties that come with providing public services in South Africa are investigated. The South African government plays a very important part in making sure that public service is fair and that everyone has the same equal opportunities. Government is responsible for basic services, public infrastructure development and maintenance, regulatory services, financial services, international relations, and oversight services. The paper investigated how State-Owned Enterprises (SOEs) deal with financial management, corruption, and governance. The study also into the influence of political influence on the provision of public services, found that there is a need for policy reform to enhance professionalism within the public sector. The study examined the difficulties encountered by local governments and the involvement of entities such as the Public Services Commission (PSC), Statistic SA, Auditor General South Africa (AGSA), and the South African Local Government Association (SALGA). Lastly, the study recommends how to tackle these challenges to enhance service delivery and achieve the objectives specified in the National Development Plan 2030. The study found that there is a necessity for more coordination, policy reform, accountability, and prosecution of corrupt practices within public service delivery in South Africa to attain these goals.

### **Keywords:**

Governance, South African government, Public Service Commission, Service delivery, Salga.