

Monitoring and evaluation in the public sector: a case of the Department of Home Affairs (South Africa)

Masilo Mmacheneke Masilo & Tyanai Masiya
University of Pretoria

Ntwanano Erasmus Mathebula
University of Venda

Abstract

The unprecedented economic, political, social and technological challenges around the world is forcing governments to think differently and adopt new approaches and reforms to enhance the performance of the public service. The performance of the South African public sector has been hindered by a number of challenges over the last two decades. In response to these challenges the government introduced a Government-Wide Monitoring and Evaluation Framework which provided guidelines on how Departments should carry out Monitoring and Evaluation functions. The introduction of the Policy Framework for the GWM&E System is part of the public service reform and the approach towards increasing the Government's effectiveness, by putting more emphasis on M&E. This research analyses the influence of the M&E Framework on service delivery within the Department of Home Affairs in South Africa. The study utilised a qualitative research approach, comprising interviews and documentary evidence. The study found that the M&E framework is a critical tool that brings performance processes together for the enhancement of service delivery. The article concluded that implementation of the Monitoring and Evaluation Framework by the Public Sector should be geared towards improvements of service delivery, for the benefit of citizens. As a result, it recommended that government departments such as the Department of Home Affairs should strengthen the support services within the Monitoring and Evaluation teams and also expand the structure to all levels within their departments. Advocacy and Communication Plans should be in place and should be used as tools to overcome misconceptions or lack of information about M&E; Plans should also be put in place to monitor utilisation of performance information as this is key in ensuring evidence-based development of policies, planning and decision making.

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