

MEDIA RELEASE	Department of Home Affairs: PSA calls for balanced approach to digital transformation
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The Public Servants Association of South Africa (PSA) acknowledges the urgency expressed by the Minister of Home Affairs regarding the need for digital transformation in the Department of Home Affairs (DHA). Whilst the PSA fully supports the goal of modernising the DHA's systems to enhance efficiency and safeguard national security, it is vital to address practical realities faced by the employees who are integral to these changes.

The PSA urges the Minister to ensure that the digital transformation is supported by adequate funding, sufficient staffing, and robust support systems. It is crucial that this modernisation process does not further strain the already challenging working conditions experienced by DHA employees. The successful implementation of these changes hinges on also recognising the importance of the employees.


The PSA commends the DHA's ongoing efforts to address challenges and improve service delivery. Several critical issues must, however, be highlighted from the perspective of public servants tasked with executing these initiatives. Dedicated employees are the backbone of these operations. The DHA must ensure that all plans acknowledge and reward the efforts of these public servants. Adequate support and recognition are essential for maintaining morale and ensuring effective service delivery.

Whilst the DHA's plans to enhance service delivery are commendable, there are concerns whether resources allocated to these initiatives are sufficient. Inadequate resources and outdated infrastructure can hinder employees' ability to provide high-quality services. The PSA urges the DHA to address these issues as a priority, ensuring that any new initiatives are backed by the necessary resources.

The PSA is also concerned about the current working conditions and overall well-being of DHA employees. Any plans that involve increased workloads or additional responsibilities must be accompanied by measures to prevent employee burnout. The DHA should implement strategies to support staff well-being and work-life balance, which are crucial for maintaining long-term productivity and job satisfaction.

Meaningful dialogue between the DHA and its employees is essential for the successful implementation of any new plans. The PSA encourages the DH to engage in open and transparent consultations with unions to facilitate a better understanding of the challenges faced by staff and foster a collaborative environment for addressing these issues.

As new systems and processes are introduced, it is imperative that adequate training and development opportunities are provided to all employees. Ensuring that employees are well-prepared to adapt to changes is vital for the effective operation of the DHA in its services to the public.



The PSA supports the DHA's objectives to improve efficiency and service delivery, but these initiatives must be implemented with careful consideration of the impact on employees. The PSA is committed to working with the DHA to address concerns and ensure that the interests of employees are represented throughout the transformation process.

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