

B) QUALITY OF WORKING LIFE

The Passport Office's most important assets in providing improved service to the public are its employees. To improve the level of service they provide, the Passport Office will:

- ❖ motivate employees to fully use their skills, knowledge and experience for the benefit of the office;
- ❖ ensure that steps are taken to recognize and reward the efforts of employees;
- ❖ provide the physical working environment and tools conducive to productivity;
- ❖ furnish employees with appropriate information technology; and
- ❖ ensure that the corporate values are communicated and that a strong corporate culture is fostered.

In line with these objectives, a number of activities have been initiated that demonstrate the intent of the Passport Office management team to adopt the principles of PS 2000 and espouse sound management practices which will help employees provide better service.

Foremost among the activities recommended will be improved training for all employees. Management is encouraging the upgrading of skills; further training will improve not only the quality of service but the quality of working life of the employees of the Passport Office.

1. HUMAN RESOURCES MANAGEMENT PLAN

The Passport Office will carry out a review of all personnel activities in the context of its SOA status and the requirement to comply with the *Public Service Employment Act* and the *Public Service Staff Relations Act*.

Based on the results of this review, an integrated Human Resources Management Plan will be developed, taking into account both the strategic