

**Presentation 5**

10 November 2022  
14h00 – 15h30

**The making, unmaking  
and remaking of the public  
service – with case studies  
from the Covid19 pandemic**

To attend in Johannesburg or  
online, please **RSVP** to  
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## Abstract

The paper will seek to trace the making and breakdown of public service institutions designed to deliver service delivery, using case studies from the Covid19 pandemic.

Three interrelated research questions will be considered. Firstly, the research will consider whether the way in which the public service was built ('made') in the post-democratic era and subsequently undermined by what von Holdt calls "a patronage-violent complex" has impacted on the ability of the public service to respond in a crisis and may continue to impact on its remaking.

Secondly, the research will look at how the state has been 'unmade' by looking at the relationship between morals, economics or patronage and the structure, systems and culture of institutions. Thirdly, in the unmaking of the state, there are structures and systems in the public service which are not formalised and can contribute to either or both the efficient or delinquent delivery of service delivery. In here lies one possibility of the 'remaking' of the public service. This will be considered drawing on the work of Holston (2008) of 'insurgent citizenship'.

## Presenter

### LISA SEFTEL

Lisa Seftel is a public servant with 28 years of experience within different spheres of government in South Africa. She is currently the Executive Director of the National Economic Development and Labour Council (Nedlac). Her past roles include Executive Director of Transport at the City of Johannesburg, Municipal Manager at Sedibeng District, Chief Director of Policy at the Gauteng Office of the Premier, Executive Manager of Labour Relations at the Department of Labour.

She recently graduated from the University of Witwatersrand with a Masters of Management. Her dissertation focused on the South African minibus taxi industry.

## Discussant

### PROFESSOR (ADJUNCT) ALEX VAN DEN HEEVER

Professor (adjunct) Alex van den Heever (MA Economics) holds the Chair of Social Security Systems Administration and Management Studies at the Wits School of Governance. He has worked in the areas of health economics, public finance and social security since 1989. He has worked for the Department of Finance, Industrial Development Corporation, Centre for Health Policy (WITS), the Gauteng Department of Health, and the Council for Medical Schemes.