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TO: ALL HEADS OF NATIONAL DEPARTMENTS, PROVINCIAL DEPARTMENTS AND GOVERNMENT COMPONENTS

DETERMINATION AND DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN TERMS OF SECTION 3(2) AND 41(3) OF THE PUBLIC SERVICE ACT, 1994 READ WITH REGULATION 69(4) OF THE PUBLIC SERVICE REGULATIONS, 2016

1. The Minister for the Public Service and Administration issued in 2008 a Directive to give effect to the decision by Cabinet during the 2007 July Lekgotla that the practice of exit interviews must be institutionalised in the Public Service. Regulation G.2 of Part VII of Chapter 1 of the Public Service Regulations, 2001 under which the existing Directive was issued, has been repealed by the Public Service Regulations, 2016. The scope of regulation 69(4) of the Public Service Regulations, 2016 only relates to resignations and does not make provision for exits in terms of ill-health and retirement. A Determination and Directive in terms of section 3(2) of the Public Service Act, 1994 has also been simultaneously developed to address this gap. The Determination and Directive will take effect on 1 July 2018.
2. Please note that in terms of the Determination and Directive, exit interviews must be conducted with all employees whose services are terminated on or after 1 July 2018 on account of incapacity due to ill-health or injury, resignation or retirement.
3. For this purpose, the relevant executive authority will be required to –
 - (a) designate responsibility for managing the exit interview to a person or persons in the Department;

- (b) determine the manner in which the exit interview will be conducted; and
 - (c) develop an exit interview template which must, as a minimum, require the employee to indicate the following –
 - i. the reason for her or his exit;
 - ii. the circumstances, if any, under which the employee would consider returning to the department; and
 - iii. any suggestion for improving the working environment and service delivery.
4. Executive Authorities must record the reasons for the employee's termination, as well as other relevant information obtained during the exit interview. Departments are encouraged to consider the outcome of exit interviews during the development of human resource plans and retention strategies.
5. The existing Directive to institutionalize the practice of exit interviews in the Public Service is withdrawn with effect from 30 June 2018 and the revised Determination and Directive becomes effective from 1 July 2018.

Kind regards,



Director-General

Date: 10/07/2018

DETERMINATION AND DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN TERMS OF SECTION 3(2) AND 41(3) OF THE PUBLIC SERVICE ACT, 1994 READ WITH REGULATION 69(4) OF THE PUBLIC SERVICE REGULATIONS, 2016



**DETERMINATION AND DIRECTIVE TO
INSTITUTIONALISE THE PRACTICE OF EXIT
INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN
TERMS OF SECTION 3(2) AND SECTION 41(3) OF
THE PUBLIC SERVICE ACT, 1994 READ WITH
REGULATION 69(4) OF THE PUBLIC SERVICE
REGULATIONS, 2016**

(AS AMENDED: 2018)

ISSUED BY THE MINISTER FOR THE PUBLIC SERVICE AND
ADMINISTRATION

1. BACKGROUND

This Determination and Directive is issued to give effect to the decision by Cabinet during the 2007 July Lekgotla that the practice of exit interviews must be institutionalised in the Public Service. The Determination and Directive has been aligned with the Public Service Regulations, 2016.

2. SCOPE

This Determination and Directive applies to all employees appointed in terms of the Public Service Act, 1994.

3. AUTHORISATION

This Determination and Directive is issued by the Minister for the Public Service and Administration in terms of section 3(2) and section 41(3) of the Public Service Act, 1994, to elucidate and supplement Regulation 69(4) of the Public Service Regulations, 2016.

4. COMMENCEMENT

This Determination and Directive replaces the Directive on exit interviews issued on 1 January 2008 and takes effect on 1 July 2018.

5. GENERAL PROVISIONS: EXIT INTERVIEWS

5.1 An exit interview must be conducted with an employee whose employment is terminated on or after the date of commencement of this Directive on account of –

- (a) incapacity due to ill health or injury;
- (b) resignation; or
- (c) retirement.

5.2 An executive authority must make provision for an exit interview to be conducted with the employee prior to her or his departure.

5.3 An executive authority must, in respect of the exit interview contemplated in clause 5.1 –

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- (a) designate responsibility for managing the exit interview to a person or persons in the Department;
- (b) determine the manner in which the exit interview will be conducted; and
- (c) develop an exit interview template which must, as a minimum, require the employee to indicate the following –
 - i. the reason for her or his exit;
 - ii. the circumstances, if any, under which the employee would consider returning to the department; and
 - iii. any suggestion for improving the working environment and service delivery.

6. HANDLING OF INFORMATION FROM EXIT INTERVIEWS

- 6.1 The personal details of the departing employee must be treated as confidential.
- 6.2 Each executive authority must record the reasons for the employee's termination as well as other relevant information obtained during the exit interview. The outcome of exit interviews must be considered in the development of human resource plans and retention strategies.

DETERMINATION AND DIRECTIVE ISSUED BY THE MINISTER FOR THE PUBLIC SERVICE AND ADMINISTRATION



Ms Ayanda Dlodlo, MP
Minister for the Public Service and Administration

Date: 9/07/2018