



The Crisis of Authority - Workforce Tensions: A Desperate Call for Intervention

Myrah K. Mashigo-Tshabalala

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The public service in South Africa faces an enormous challenge in improving service delivery not only to meet the citizens' expectations but to ensure quality life for the nation. The urgent need exists to establish what went wrong and how can the situation be turned around. The book established the root causes and the link between two key challenges identified by the government; management weaknesses and the absence of a strong performance culture. It offers critical approaches to cleanse and humanise the workplace, restore sanity, level-headedness. Reflection, Introspection, Self-Interrogation and Self - therapy are key in this whole equation.

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