

# **Navigating the Future of Administrative Excellence in Public Service: Innovations and Challenges**

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## **Abstract**

This paper embarks on an in-depth exploration of the dynamic landscape of administrative excellence within the public service realm, with a specific focus on the Gauteng public service in South Africa. Through an extensive research endeavour, it meticulously scrutinises the pivotal factors that influence not only service delivery but also employee productivity and morale within this context. Furthermore, the study undertakes a thorough examination of the intricate dynamics surrounding gender roles within administrative positions, shedding light on their profound implications for service quality and efficiency. Employing a rigorous methodology, the research employs a systematic literature review to meticulously identify, evaluate, and synthesise all available evidence about this critical subject matter. Drawing upon insights from both business management and human resource management disciplines, the paper proposes innovative strategies aimed at augmenting administrative function and nurturing employee well-being. Ultimately, this research makes a significant contribution to the broader discourse surrounding service excellence and management practices within public sector institutions, offering pragmatic insights poised to inform future developments in an increasingly globalised context.

**Keywords:** Employee well-being, Gender Roles; Service Delivery; Service Excellence; Systematic Literature Review