

Keynote Address – Public Administration Sector Plan Annual
Review Consultation

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**ON THE OCCASION OF THE FIRST
ANNUAL REVIEW OF THE PUBLIC**

ADMINISTRATION SECTOR PLAN 2014-2018,

**MINISTRY OF HEALTH CONFERENCE ROOM
6 AUGUST 2015**

Excellencies, distinguished guests, ladies and gentlemen.

Talofa lava.

It is my pleasure to welcome you all to the first annual review of the Public Administration Sector Plan 2014-2018 (PASP) since its launch in February 2014. This is a milestone in itself for the Public Administration Sector given that it is the first activity of its kind and scope since the development of Sector Plans for the Sector.

The Plan has 3 goals to improve and strengthen key areas in the public sector that were identified during the review of the previous Sector Plan. These include the quality of public service, enhancing human resource capacities, and embedding a culture of ‘service’ and integrity within the public servants. The vision for the Sector as highlighted in the Plan states that by 2018, we would have achieved a professional and competent public administration that provides quality and coordinated service delivery to the people of Samoa in a cost effective, efficient and transparent manner. To realize this vision, there are 29 activities allocated under the 3 goals to be implemented within the 5 year lifespan of the PASP.

Implementation is broadly on track, but there is scope to improve and strengthen the way we operate as a Sector. Since the launch, 4 of the 29 activities could be ticked off as being completed or are near completion. Ten activities are in progress, and the remaining 15 have yet to be implemented. I encourage you to refer to the narrative report provided for more information on the Sector’s performance since its inception.

A significant milestone for the Sector was the completion of the Client Satisfaction Survey in 2014. The activity was to help Government and service providers identify areas where improvements needed to be made with their service delivery. It was to ensure that tax-payer funds and expenditure are well-placed and well-spent. While the survey found that Government is delivery and client-focused, it also identified gaps with service delivery for several government agencies. There still exists problems with our frontline customer service, the many red lines we’ve created for those wanting to start a business, and the overall efficiency and effectiveness of our services. Moreover, the survey highlighted that ethics and professional standards in the public service were more rhetoric than a reality, with the general public not being aware that they exist, and public servants not understanding their purpose.

These are ongoing challenges that we, as a Sector, continue to face. However, we believe that the activities we have in the pipeline would alleviate some of these issues. For example, the service improvement program is expected to address some of the gaps identified through the survey. This, like other activities, would require close collaboration between sector agencies, and ample support from our stakeholders, especially the general public, whom we greatly depend on to provide feedback on how we are performing as a Sector, and as public servants.

At its best, the Samoa Public Service leads the way in many areas as a result of various reforms that have been undertaken, with a few still in progress. Today, we pause to reflect on the work we've done for the past year, celebrate what we've accomplished, and renew our focus as we seek ways to work with the public sector to drive organisational change under fiscal pressure.

I look forward to the constructive discussions today and I encourage you all to use this platform to recommend good practice for the Sector, to strengthen implementation for the remaining 4 years of the Plan.

Thank you and Soifua.