



Government of Samoa

Public Service Commission

MANAGEMENT PLAN

July 2010 - June 2011

Published by:
Public Service Commission
Samoa



PUBLIC SERVICE COMMISSION

Management Plan

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Facilitate and Co-ordinate participation of participants in capability development opportunities from donor partners	100 programmes co-ordinated	Ensure that Samoa utilise donor funded HR Development activities and opportunities.	Financial Year 2010-2011
Review Strategy for Professional Development 2003-2008	Strategy reviewed	Strategy for the Professional Development for Samoa Public Service is relevant	June 2011
Update and reconcile organisational structures and vacancies.	All structures updated weekly	Structures are updated and in line with practical operations of Ministries	June 2010 – July 2011
Provide policy advice to Commission on Proposals from Ministries on Capability Development activities	15 proposals assessed and IDs per ¼	Commission make appropriate and consistent decisions based on recommendations in Reports Proposals are consistent with Development Priority Needs	Financial Year 2010/2011
Technical Policy advice to the Commission on proposals from Ministries on review of organisational structure, staff establishment and other HR matters	20 proposals assessed and ID per quarter	Commission's acceptance of recommendations in Reports	July 2010 – June 2011

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Management of the Graduate Induction Programme	Groups of 20 every 6 months	In accordance with PSC Induction Manual Enhancing the Public Service Image as an Employer of choice Relevance of Programme to the needs of Returning Graduates Graduates maintain a sense of commitment to Ministries of placement	2010-2011
Provide technical advice to Commission on public servant Officers participating in overseas Meetings and other programmes	5 Reports to Cabinet per week	Consistency of advice Advice accepted by Cabinet	FY 2010-2011
Monitor and evaluate performance of Ministries in implementing Capability Development Programmes	Biannual	Ministries are assisted in capability development activities Ministries are capable in delivering corporate objectives.	2010-2011
Co-ordinate In-Country Training for the Public Sector	1/3 allocation of funding for courses achieved and utilised	Public Sector well represented in the allocation of funding for In-Country Training Customised training programmes meeting the current needs of the Sector	February 2011

OUTPUT 6: Capability and Professional Development Services

Output Manager: ACEO – Capability & Professional Development Services

Description: Provision of policy advice to the CEO, Commission, Ministries and other Stakeholders on all Human

Resources Development and monitoring and evaluation of Human Resource Development and Capability activities in Ministries.

Performance Measures:

Activity:	Quantity:	Quality:	Timeliness:
Provide technical advice to Commission on Proposals from Ministries on Capability Development activities	15 proposals assessed and Information and Decisions report per ¼	Commission make appropriate and consistent decisions based on recommendations in Reports Proposals are consistent with Development Priority Needs	Financial Year 2010-2011
Professional Development	Chief Executive Officer Forum – 4 Forums to be organised	Comply with Strategy for Professional Development 2003/2008. Enhanced networking of CEOs	2010 – September/December 2011 – March/June
Management of Human Resource Co-ordinator's Meetings	6 Meetings to be organised	Enhanced capability of Ministries to manage their human resources	bimonthly

OUTPUT 1: Policy Advice to Minister

Output Manager: Chief Executive Officer – Public Service Commission

Description: Provision of advice to CEOs, Commission, Minister and Cabinet, on human resource management and employment policies as well as on public administration issues.

Performance Measures:

Activity:	Quantity:	Quality:	Timeliness:
Policy Advice on human resource in the Public Service and proposals from Ministries	Average 5 briefings for Minister, Prime Minister and Cabinet per week Report to Cabinet on Performance Management Systems highlighting issues and challenges experienced by Ministries with regards to their ability to deliver stipulated outcomes. Report to Cabinet on Monitoring and Evaluation of devolved human resource management functions. 5 Reports weekly to Cabinet on proposals from Ministries	Cabinet is informed fully and on a timely basis with policies and submissions on matters pertaining to human resource management. Cabinet considers and make appropriate decisions on issues raised in reports. Cabinet consider and make appropriate decisions of CEO's management of human resources in their respective Ministries Policy advice in accordance with legislations and policies	Ongoing (by end of FY 2010/2011) Every 6 months Every 6 months Weekly

OUTPUT 1: Policy Advice to Minister

Policy advice on reviews of Offices and Ministries structures	Report to Cabinet on a quarterly basis on re-aligning Offices and Ministries structures deriving from the acquisition of additional functions as outcome of reform programmes	Policy advice in accordance with the Strategy for Development of Samoa, Directives of Cabinet and prevailing legislations	Quarterly
Policy development and review on human resource management	2 Policy papers on Human Resource policy	Cabinet considers and approves the policy in a timely manner	Every 6 months
Inform Cabinet on the progress of the implementation of the Public Administration Sector Plan, 2007-2011	1 Report every quarter	Cabinet is informed on progress of the implementation of the Public Administration Sector Plan (PASP) and any compelling issues affecting progress	Quarterly
Contribute to the integrated and whole of Public Sector Reform Programme through participation in meetings and through the provision of advice on organisational development and human resource management	Approximately 6 meetings per week for various boards, committees, taskforces, donor visits etc	Informed presentation and advice of the Commission's stance and feedback on issues raised	Within Financial Year 2010/2011
Secretary and Technical Adviser to the Commission	4 Commission meetings with at least 2 special meetings per month	Advice is provided in accordance with prevailing legislations and policies. Commission makes appropriate decisions in accordance with prevailing legislations and policies	Within Financial Year 2010/2011

OUTPUT 5: Public Service Performance & Sector Plan Services

Review and Develop a Performance Management System for the Public Service	2 Consultations with Ministries on the PMS Framework	Identification of Issues for review and development of a Performance Management System	6 months
	15 Consultations with Ministries on Performance Indicators	Indicators for Performance Assessment/Management identified	July 2010 – June 2011
1 Public Service Awareness and Feedback Survey	2 Reports submitted on:- Revised Framework and Survey	Baseline data of performance assessment and perception	October - November 2010 (January 2011)
		PMS Framework approved/used	
Performance Management Framework developed	2 Reports submitted on:- Revised Framework and Survey	Performance Management Framework developed	July 2010 – June 2011
Provide advice to Ministries, SOEs, Aid funded projects & reform programmes and other interested stakeholders on Human Resource matters	Approximately 30 advice per week on queries and requests for advice on HR matters	Ministries, SOEs, Aid Funded Projects and Interested satisfied with advice	July 2010 – June 2011
	3 meetings and discussions per week	Ministries, State Owned Enterprise, Aid Funded Projects and Interested satisfied with advice	July 2010 – June 2011
Participate in inter-Ministry committees, boards, committees, workshops, and reform projects meetings		Quality advice to Ministries and reform committees	July 2010 – June 2011
		Human Resource issues raised in project meetings addressed	July 2010 – June 2011
Human Resource issues affecting performance of reform activities addressed by PSC and relevant Ministries		Human Resource issues raised in project meetings addressed	July 2010 – June 2011
		Human Resource issues affecting performance of reform activities addressed by PSC and relevant Ministries	July 2010 – June 2011
Implement Review of Realignment Project as identified under the PASP	1 Review Report Report developed	Re-alignment reviewed Report accepted and approved	September 2010

OUTPUT 5: Public Service Performance & Sector Plan Services

Output Manager: ACEO Public Service Performance & Public Sector Plan Services Division

Description: Provision of effective monitoring, evaluation, reporting and policy advice on public service performance and provision of effective and efficient support services to facilitate the Implementation of the Public Administration Sector Plan 2007-2011.

Performance Measures:

Activity:	Quantity:	Quality:	Timeliness:
Develop a Monitoring and Evaluation Framework for the Public Administration Sector Plan 2007-2011	Monitoring and Evaluation Framework developed 2 Consultations with Ministries on Performance Indicators Indicators for the PASP developed	Framework is relevant for monitoring and reporting purposes	August 2010
Facilitate, monitor and evaluate the implementation of the Public Administration Sector Plan (PASP)	Ministries submit quarterly reports on status of project implementation Quarterly progress reports submitted to the SC. Ministries implement projects under the PASP Meetings with Ministries as appropriate/required	Progress reports are in accordance with approved template Constructive feedback from the SC on monitoring and evaluation Ministries and PASP Steering Committee satisfied with advice and support offered Projects implemented on time	Quarterly
Provide secretarial and advisory support to the PASP Steering Committee	Steering Committee meets on a quarterly basis Quarterly reports to the Steering Committee	Steering Committee advised on progress of the PASP implementation Steering Committee discussed reports and agreed to recommendations	July 2010-June 2011 July 2010-June 2011

OUTPUT 2: Contractual Employment Services

Output Manager: ACEO - Contractual Employment Services

Description: To provide quality strategic policy advice to Commission on contractual employment and ensure proper management and administration of all human resource management functions pertaining to Samoa Public Services Senior Executive Services (SES).

Performance Measures:

ACTIVITIES	QUANTITY	QUALITY	TIMELINESS
1) a. Conduct Performance Reviews.	4 Performance Reviews per month. (research, assess, consultation) 2 site visits per quarter for purposes of performance review. Complete 60% of Performance Reviews per year.	Realization of performance achievement. Reduce poor performance. Identify areas for improvement.	Review conducted within 4 weeks from date submitted.
1) b. Revise 'Performance Review' process.	Ministerial consultations. A finalized process for Performance Review.	User-friendly performance assessment system in place.	By December 2010.
2) a. M&E visits and checks.	6 M&E visits within FY10/11. 6 M&E Reports within FY10/11. 10 TY15s checked per week for Senior Executives (SE).	Identify areas for improvement. Compliance with Contract of Employment (COE), applicable legislations, directives and policies.	By June 2011.

OUTPUT 2: Contractual Employment Services

3) a. Manage and administer R&S for CEOs and ACEOs.	3 CEO positions processed. 10 ACEO positions processed.	Timely appointment. Compliance with COE, directives and manuals.	Ongoing
3) b. Finalize R&S Manual	Complete SE Manual for R&S.	SE familiarized with R&S process. Consistent application of process application across S&E position.	June 2011
4) Develop integrated 'competency framework' for SE of the Public Service.	Framework approved and implemented	Competent Senior Executives are employed within the service	Within Financial Year
5) Develop SE Development Strategy.	Strategy approved and implemented	Strategy reflects development of core capability	Within Financial Year
6) Review of activities for contract officers as part of realignment review.	Progress report submitted to commission	Review Report reflects future achievements, strengths and weaknesses of the realignment	Within Financial Year

OUTPUT 4: HRMIS

To manage Public Service Commission's Website	Weekly update Check divisional contents every week	Information on the Website is up to date	On going
To provide efficient and effective Information Technology services for all PSC users	Fortnightly report of ICT equipment & services to Manager IT Monthly ICT status report to the Management	Satisfied users	On going
To manage the use of the Internet and Email services	Daily monitoring of Internet usage Fortnightly report of internet usage to Manager IT Monthly report to Management	Satisfied users Internet usage is in line with the allocated budget	On-going
Management of the Public Service Official Circular	Approximately 50 PSOC's published annual. At least 3 Special Public Service Official Circular published when instructed by the CEO	Public Service Official Circular is published and distributed to stakeholders every week	Weekly
Attend to other Work Commitments such as the National Information Technology Committee, Human Resource Working Committee and any other committee as directed by the Chief Executive Officer	5 meetings a month	Provide advice on behalf of Public Service Commission for meeting deliberations.	Ongoing
Review PSC ICT Policy and Procedure	2 Consultation with HRMIS staff 2 Consultation with PSC staff	An up to date policy to guide PSC staff in using of ICT equipment	FY 2010 – 2011
Manage HRMIS Division work and report on performance	Monthly meeting with HRMIS staff Daily operation log for each staff 1 monthly progress report per staff	Efficient and effective use of resources to deliver outputs Ensure maximum performance of each staff	Ongoing

OUTPUT 4: HRMIS

Output Manager: Manager - Human Resource Management Information Systems

Description: To manage the Human Resource Management Information System for the Public Service and facilitate needs required by Ministries.

Performance Measures:

Activity:	Quantity:	Quality:	Timeliness:
Manage the Samoa Public Service Human Resource Management Information System	Monthly updates of Organisational structures for 13 Ministries & 3 Constitutional Authorities 1 Bi-Annual SPS statistical report	The Human Resource Management System to be an effective and efficient source of reliable information and analysis for quality policy formulation and decision making.	On-going
To manage the implementation of Phase II for the Human Resource Management Information System for the Samoa Public Service.	3 Steering Committee Meetings 2 Meetings with ALL users Provide 10 Training Sessions for 16 Ministries/Offices	Phase II to be completed as scheduled Knowledgeable & skilful users of the HR System	December 2010 Ongoing
Training on the new Human Resource System	1 Awareness Program for CEO, 2 for ACEO's and 2 for Key Users	Well informed public servants about the progress of development of the Human Resource System	Ongoing
Awareness programmes for Human Resource System Users	2 Visits to line Ministries every month	Users will be more confident in using the new Human Resource System	Ongoing
Continuous Support to Line Ministries	Average of 20 TY15's check per Ministry per day Average of 8 Form 1's check per Ministry per fortnight	Reliable and accurate information entered into the System	Ongoing
Monitor the input of data by Ministries	2 Teleconference in a month with Technology-On80 e Project Manager	Provide Reports on the progress of the project at the conclusion of each phase	Ongoing until end of Project
Manage contract with provider	1 Progress report to be submitted to PSIF after every 6 months 1 Monthly report to be submitted to CEO		

OUTPUT 3: HR Policy & Legal Services

Output Manager: ACEO – Human Resource Policy & Legal Services

Description: To provide advice to the Commission, Ministries and other stakeholders on HRM policies, monitor and evaluate their effective implementation in Ministries and institute a values-based Samoa Public Service.

Performance Measures:

Activity:	Quantity:	Quality:	Timeliness:
Review and re-issue terms and conditions of employment as Public Service Determinations	10 Public Service Determinations issued re: terms and conditions	Reduced irregularities because of legislative/policy gaps Compliance with PS Act 2004 and Regulations 2008	April 2011 December 2010
Roll-out awareness workshops on changes to the terms and conditions of employment	6 workshops conducted	Increased awareness and full compliance with terms and conditions of employment	
Research, analyse and provide policy advice to Commission on employees and Ministries' proposals	5 Information & Decision Reports per week	Commission makes appropriate decisions in accordance with Public Service Act 2004, Regulations and Determinations	Weekly

OUTPUT 3: Human Resource & Legal Services

Monitor and evaluate Ministries' HRM practices	12 visits and meetings with Ministries 2 reports submitted on M&E for every Ministry 35 Ty15s checked per week 10 R&S Forms checked per week	Areas of improvement identified Increased quality assurance for Commission Compliance with PS Act, Regulations & Determinations Compliance with PS Act, Regulations & Determinations 40% decrease in appeals from previous year	Ongoing Every 6 months Weekly Weekly
Initiate development and/or review of HR policy	Approx 5 policy development/ reviews & reports to Commission	Policy in accordance with prevailing legislation and reflects international best practice Positive feedback from Ministries	As required
Complete Review of the Recruitment and Selection Process Handbook Roll-out awareness workshops on changes to the process	Manual issued to Ministries 3 cluster workshops conducted for HRCs and their staff	Manual in accordance with prevailing legislation and reflects international best practice 50% Improved in compliance with Procedures	September 2010 September 2010

OUTPUT 3: HR Policy & Legal Services

Strengthen ethics/values in Samoa Public Service (SPS)	Breaches of the code of conduct and complaints regularly reported	30 % increase in the number of breaches reported	On going
Promote and publicize SPS values	3 awareness programmes completed	Increased awareness of SPS values	March 2011 April 2011
Develop and conduct training programme on values-based management	1 training programme developed & 3 trainings delivered	Demonstration of values in SPS performance	December 2010
Initiate scheme for reward/recognition of value reflecting behaviour	1 Scheme design approved and programme circulated	Acceptability of scheme	
Produce monthly newsletter	Monthly		
Develop a Monitoring and Evaluation Framework	3 Working Group meetings	Positive feedback from Ministries	May 2011
Roll-out application workshops	3 workshops conducted	M&E Framework implemented	
Monitor and assist in managing Breaches of the Code of Conduct processes of Ministries	As necessary	Increased compliance with PS Act, Regulations & greater adherence to the Code of Conduct/SPS Values	Ongoing
Monitor and assist in grievances management processes of Ministries	As necessary	Increased compliance with PS Act, Regulations & Grievance Management Procedures	Ongoing
Respond to requests for assistance from Public Bodies and other private organisations on employment policies	As required	Appropriateness and consistency of advice	As required