A word from the Commission
The Public Service Commission is pleased to present the first edition of the Public Administration Sector Plan Newsletter. This edition will highlight completed, ongoing, and planned activities under the Public Administration Sector Plan 2014-2018. The PASP aims to achieve a professional and competent public administration providing quality service delivery to its clients, the people of Samoa. It seeks to strengthen the efficiency, effectiveness and transparency of the public administration in its operations.

The Commission is always delighted to discuss and advise on issues relating to service delivery, human resource management, planning and development – please get in touch with our team to learn more. If you have suggestions on how we can improve the next edition, connect with us, we’d like to hear from you.

We look forward to new collaborations with our partners and stakeholders this year.

The Public Service Commission

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PSC-MESC review salary and career progression framework for teachers

The Public Service Commission in collaboration with the Ministry of Education Sports and Culture had recently completed a review of the Career and Salary structure for Government teachers. The review follows a joint proposal from the Ministry and the Samoa Teachers Association submitted in May 2013 seeking measures to improve teacher salaries in Government schools. In search of ways to attract, motivate, and retain high performing and skilled teachers, the PSC-MESC have developed a new Government Teachers Salary Framework to achieve its aspirations for the education sector. The framework was approved by Cabinet on 7 November 2014.

In addition, the PSC has approved the contracting of all Principal and Vice Principal positions within Secondary Schools/Colleges and primary schools, placing greater emphasis on improved performance and strengthened school management. The move to contract the above positions will be implemented incrementally.

The smooth implementation of these initiatives will, in the long run, produce knowledgeable and skilled students who will join the labor force at a later stage.

Government aligns public service structure with national priorities through Functional Review

The Public Service Commission in collaboration with all Government Ministries have commenced with the Functional analysis and review of organizational structures for the Samoa Public Service. It aims to identify and recommend to Cabinet an appropriate public service structure that is aligned to our national priorities, contributes to improved service delivery and a more cost-effective government.

It is being undertaken in three phases with the first two expected to be completed within the next two financial years (FY15/16 & FY16/17). Phase 1 began in November 2013 following Cabinet’s approval of the proposed Functional Review Framework. Phase 1 will be completed once the situational analysis report is approved by Cabinet; phases 2 and 3, being the review of organizational structures will be undertaken thereafter.

The review recognizes existing gaps with the current allocation of functions within and across the public service and aims to identify functions that could be better performed by the private and community sectors. It seeks to reduce existing duplications and overlaps, allowing Ministries to fully focus on performing their core functions. This activity will streamline Ministerial functions to ensure greater and more efficient customer service.

Survey shows Government service delivery is “on the right track”

The most recent Client Satisfaction Survey (CSS) of some 1,800 Government clients has shown that the Samoan public sector is on the right track with its customer service. The CSS, administered by the Public Service Commission from March-April 2014, is the first survey conducted since the early 2000s.

Improving the quality of public service delivery is one of the primary goals of the Public Administration Sector Plan 2014-2018. The simple truth is that taxpayer funds and expenditure must be well-placed and well-spent. With increasing demand for consistent service, the CSS shows that clients have positive views about the role of Government and its achievements, with definite room for further developments.

The CSS also shows that Government employees are friendly, try to be helpful, and try to provide a conducive environment for clients. Government is “delivery focused” and “outward/client focused” in this case.

The survey results will inform future service improvement programs for the Samoa public sector, a step closer to achieving a professional and competent public administration providing quality and coordinated service delivery to and for Samoans. The program will also strengthen the Government’s Whole of Government approach, pushing Ministries to streamline client-focused services to enhance the customer-experience.

Skills for Samoa assured through National Human Resource Development Plan

The Public Service Commission is working closely with the Ministry of Commerce, Industry and Labor and other key stakeholders to develop a National HRD Strategy for Samoa.
The strategy will identify the long term human resource needs not only for the public sector but for the country as a whole, in the context of its long term development needs.

Samoa’s development aspiration is articulated through its SDS 2012-2017; though the document does not highlight the required skills and knowledge it needs to achieve its strategic goals. The Government believes the NHRDP will provide a firm basis for decisions made on the country’s HRD needs, and will guide government expenditure in this area.

The initiative recognizes the gaps between the workforce implications of the current SDS and the skills and knowledge Samoa’s populace has, and will work towards identifying feasible remedies to ensure the country has the required skill and knowledge-base it needs to “boost productivity for sustainable development”.

Cabinet approves Performance Management Guidelines for Senior Executives
In August 2013, Government’s commitment to achieving a professional and competent public service was made evident with the approval of a new set of guidelines that would regulate the performance management process for Senior Executives under the Public Service Act 2004.

The guidelines will provide a clearer pathway for Chief Executives and Contract Employees to understand and implement performance plans and agreements, and to strengthen accountability for performance outcomes. It will also act as a catalyst to encourage and improve individual contributions to organizational and whole-of-government targets.

The performance management framework set out in the approved document integrates the Government planning framework and the performance management cycle for Senior Executives. It highlights a more apparent alignment of Government objectives to individual performance targets at the whole-of-government, agency, and individual levels.

The Guideline for Senior Executives is managed and administered by the Public Service Commission, Senior Executives Division and has been rolled-out to all relevant agencies to be implemented across government ministries.

Cabinet considers “One Public Sector-One Goal-One Rule Policy”

The Public Service Commission is proposing a “One Public Sector-One Goal-One Rule” Policy for Cabinet’s consideration. The Policy aims to provide a governance framework to establish “One Public Sector”, bringing those employed under the Public Service Act as well as employees belonging to Public Enterprises and Authorities under one overarching umbrella.

Three annual Professional Forums organized by the Commission for Chief Executive Officers of Government agencies (CEO Forums) is credited for providing the stimulus that led to the development of this Policy. The most recent Forum was held last year, 2014, at Le Uaina Resort. The Forums, which bring together all public sector Chief Executives to share perspectives on the direction of Samoa’s development, revealed a great need for this Policy, to provide a long-term, harmonized and coordinated direction for the Government.

The Policy therefore aims to establish one rule for people management for the whole Public Sector, addressing Government agencies operating in silos with human resource management issues. This ensures that all Government employees, in spite of whether they are employed in a Ministry or Authority, will be governed under the same rule, will be entitled to the same benefits, and are
working to achieve the same aspiration the Government has for its people.

The proposal recognizes the need for all Government employees to be reminded of the importance of working, operating, and being managed as “one” body, to provide quality and coordinated service delivery to the people of Samoa.

The PSC is hopeful that the overall intention behind the One Public Sector-One Goal-One Rule Policy will be shared and embraced by the whole public sector, to achieve a greater good for this country.

**Public Administration Sector strengthens awareness for Sector Plan through Communication Strategy**

The first Communication Strategy for the Public Administration Sector Plan 2014-2018 was approved in December 2014 and aims to generate stakeholders’ awareness about Government’s aspirations for the public sector and its work to enhance and promote this area.

The Strategy was developed by the Public Service Commission and was a result of the 2012 review of the Public Administration Sector Plan 2007-2011 which revealed a low level of awareness and understanding of the Plan among public sector Ministries and agencies. The review highlighted that there was ineffective communication and marketing of the Plan, and that the very agencies whose support was needed to achieve the Government’s strategic goals for the sector demonstrated poor knowledge on the linkages of the Plan to the work of their agencies.

The Strategy will provide a framework for the Sector Plan’s Secretariat on how it can effectively and efficiently relay the key messages of the PASP to its intended audiences. It will be a living document that will be reviewed from time to time as priorities for the Sector evolve.

The Strategy is a public document and can be accessed by connecting with the PASP Secretariat.

**PSC’s Digital by Default strategy to boost efficiency and online services**

The Public Service Commission in a bid to improve efficiency, services and performance, among other reasons, have adopted a Digital by Default strategy for its communications. The strategy is part of the Commission’s efforts to promote a “Paperless Communication Environment”, achieving cost-saving, environmental and time management targets. It is part of a wider plan to promote e-Government strategies, encouraging agencies to make services available online, and at a later stage, through mobile applications.

The initiative will take into consideration the majority of Samoa’s populace that are, and have been, disadvantaged by the digital divide, and should suggest possible solutions to remedy the situation.

**Digital by default**

*Imagination into reality*

For the Commission, the long term goal is to achieve the use of digital services available within, and provided through, the Office. In addition, it aims to improve people capabilities and learning development in the short, medium and long term.

**Symposium recognizes contributions of the Public Service to national development**
A new addition to the annual Public Service Day proceedings in September 2014 was the inclusion of a Public Sector Symposium which saw a number of public and private sector experts presenting on the topic “Home Grown Solutions”.

The Symposium was the brainchild of the Public Service Commission aimed at addressing national developmental issues with a strong emphasis on building the capacity of our people to effectively drive Samoa’s socio-economic progress.

The speakers ranged from Chief Executives of Government agencies to renowned former-Chief Executives operating well-respected consultancy firms in the private sector. The Commission plans to release an inaugural publication which would consolidate the papers presented by the panel as well as the discussions held on the day.

The symposium was an ideal opportunity for the general public to actively engage with the Government agencies on the selected topic and to gain an in-depth understanding of their functions and roles as well as new policies, initiatives and projects aimed at enhancing the livelihoods of our people.

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**Featured Process: Setting up a new Business in Samoa**

- Setting up a new business involves 2 Government Ministries:
  - The Ministry of Commerce Industry and Labour (MCIL); and The Ministry for Revenue (MFR)
- You will need to determine whether you will be operating as a sole trader or incorporating a company;
- If you’re thinking of operating as a sole trader, you will only need to visit the MFR to register for a business license and VAGST. The Ministry will require the following:
  - Completed and signed Business License Application Form
  - Proof of identification: Copy of passport or suitable photo identification;
  - Site map of the business premises location;
  - Evidence of funds: Bank statement or receipt of remittance or loan document;
  - Business license fee of $220 tala for sole traders and partnerships.
- If you will be incorporating a company, you will need to visit the MCIL first to complete and submit the following:
  - Form 1: Application for registration of a company;
  - Form 2: Consent of director or directors;
  - Cover letter to accompany the 2 forms for incorporation of your company;
  - Company registration fee of $250 tala payable to the MCIL.
- The details you will need to complete the above for incorporation include:
  - Proposed company name;
  - Amount of share capital;
  - Names and addresses of directors;
  - Selection of model rules;
  - Registered business address.
- When you’re done with MCIL, you will then need to proceed to the MFR to register for a business license and VAGST [same process as sole trader]

WANT TO FIND OUT MORE? CONTACT MCIL [20441] OR MFR [20411] FOR MORE SPECIFIC ENQUIRIES!

* The above information was obtained from the websites and brochures of the Ministry of Commerce Industry & Labour and the Ministry for Revenue
Did you know?

- The Public Administration Sector Plan 2014-2018 (PASP) was launched in February 2014. It is administered and serviced by the Public Administration Sector Coordination Unit (PASCU) housed under the Public Service Commission.
- The Public Administration Sector Steering Committee (PASSC) exercises an oversight role with regards to the implementation and monitoring of the PASP activities.
- The PASSC is chaired by the PSC and comprises of representatives from the Ministry of Finance, the Ministry of the Prime Minister and Cabinet, the Ministry of Women Community and Social Development, the Samoa Umbrella for Non-Government Organizations, and the Samoa Chamber of Commerce and Industry Inc.
- The Ministry of Finance, Ministry of the Prime Minister and Cabinet, and the Ministry of Women Community and Social Development, together with the PSC, are the key implementing partners for the PASP.
- The PASCU comprises of the Sector Coordinator, Makerita Tiotio, and two Principal Officers.
- The PASP has three strategic goals and 10 core strategies to achieve its vision of 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.
- Want to know more? Connect with us!

Keep a look out!

- The PASCU will be inviting columns from College students to be featured in the next edition. Students are to write freely about their understanding of the public sector and the public service as a career option.
- In addition, the PASCU will feature a Government application process (e.g., applying for a business license) that our clients often find onerous and difficult, as well as information that would be quite hard to get. If you would like to suggest a process to be featured in the next edition, let us know!

Get in touch & find out how you can help strengthen the way we serve you!

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