**A word from the Sector Coordination Unit**

The Public Administration Sector is pleased to present the third edition of the Public Administration Sector Newsletter. It 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 Unit is always delighted to discuss and advise on issues relating to the quality of service delivery, human resource management, planning and development. Get in touch to learn more! If you have suggestions on how we can improve the next edition, connect with us!

We look forward to your positive contributions towards the development of our Sector for the remaining half of the year.

**Public Administration Sector Newsletter**

“Leadership involves persuasion, and conciliation, and education and patience. It’s long, slow, tough work. That is the only kind of leadership I know or believe in or will practice.”

--Dwight D. Eisenhower

**EDITION 03**

**September 2015**

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Public Administration Sector undertakes first annual review of its 5-year Sector Plan

The first annual review consultation of the Public Administration Sector Plan (PASP) took place at the Ministry of Health Headquarters, Motootua, Samoa, on 6th August 2015. It was attended by Chief Executives, deputies, and representatives of Government Ministries and Authorities, development partners, the private sector, and civil society. Annual reviews are a requirement under the Government of Samoa Sector Planning Manual 2009 and the Public Finance Management Reform Plan. The Manual notes that annual reviews are expected to provide a platform for consultation between the Sector administrators and its partners, as well as ensuring there is an annual stocktake of Sector activities.

The objectives of the consultation were to inform public administration stakeholders of current implementation progress; highlight key challenges hindering Sector progress and develop feasible solutions; and gauge stakeholder views on new approaches to strengthen sector coordination and implementation of activities.

Assistant Chief Executive Fualau Talatalaga Matau of the Public Service Commission welcomed the participants and opened the meeting with a prayer. The keynote address was delivered by Assistant Chief Executive and Public Administration Sector Coordinator Makerita Luatimu-Tiotio, on behalf of the Chairman of the Public Administration Sector Steering Committee, Tu’uu Dr Ieti Taulealo. In her address, she noted that implementation of the Sector Plan was broadly on track; however there was still scope to improve and strengthen the way the Sector operated. She further noted that 4 of the 29 activities in the PASP 2014-2018 had been completed or were near completion, 10 were in progress, and 15 had yet to be implemented. She provided an overview of achievements, challenges and proposed way forward for the Sector to improve its performance. The Sector Coordinator’s keynote address is featured on page 15 for more information.

The Sector presented a progress update for its stakeholders’ information and awareness. The presentation reiterated the overview provided by the Coordinator, noting the challenges that have and continues to hinder the Sector’s performance. It noted that the Public Service Functional Analysis (FA) under PASP Goal 1 was now in its second phase. A draft National Human Resource Development Plan (NHRDP) was in place awaiting submission to Cabinet, and that there was still great emphasis on...
promoting workforce planning in the public service. It also noted that the PSC were developing a concept paper on the establishment of a Civil Service Institute for Samoa. Participants noted the update provided and acknowledged progress made against several limitations highlighted in the presentation.

Several issues were raised and discussed following the presentation, including the ongoing functional analysis, the development of the NHRDP, and closer linkages between sector agencies to allow for more information and data sharing. For instance, the National University of Samoa representative Letuimanu'asina Dr. Emma Kruse-Va'ai highlighted the significance of working together and reiterated that the sector would need to indicate to the University the required number of people trained for specific areas, e.g., on data collection and analysis, to achieve Samoa’s development aspirations in the Strategy for the Development of Samoa.

The consultation concluded with the discussion of a possible way forward for the Sector, to address the identified challenges and to strengthen the Sector’s performance to achieve the 3 Goals set out in the Plan.

Summary of Annual Review Consultation Outcomes

As highlighted above, the main objectives of the public consultation included the following:

- to inform public administration stakeholders of current implementation progress;
- highlight key challenges hindering Sector progress and develop feasible solutions; and
- gauge stakeholder views on new approaches to strengthen sector coordination and implementation of activities.

A good cross-sectoral representation of more than 70 participants turned up for the first annual review following weeks of awareness raising through the public service official circular and email circulations. It was important that all public sector clients and partners were present to hear about the Sector’s implementation progress, so as to provide feedback on whether the existing communication mechanisms to raise awareness were sufficient or not. The evaluation form distributed following the consultation had asked participants to indicate whether their participation had been helpful for them, and were given the opportunity to clarify their answers. They were also asked to highlight whether the information presented had helped them understand the PASP objectives.

Based on the post-consultation evaluation report, the majority of participants that responded found the consultation informative, noting that it provided them with an insight of the status of implementation (i.e., activities that had been and have yet to be implemented, as

Figure 2: Participants included Chief Executives from the Private Sector and State Owned Enterprises.
well as those that were in the pipeline). The majority agreed that the information presented had been very helpful and had given them an understanding of the three goals and objectives of the Sector Plan.

The Sector Coordinator’s presentation highlighted several challenges affecting the Sector’s ability to perform at its optimum level. At the outset, many of the challenges mirror similar difficulties faced by other Sectors. This was acknowledged by the majority of the participants; in hindsight, it provides an opportunity for the Sectors to work collaboratively in sharing resources, data and best practices, where applicable. Some of the key recommendations proposed and agreed as a way forward included:

- The utilization of linkages between existing frameworks to address some of the constraints with resources. For example, the PSC together with the Audit Office and MOF are represented during mid-term reviews of Ministry Outcomes Performance framework. These outcomes do not operate in isolation given they are filtered by the PSC performance management system. In addition, annual reports from Government agencies are submitted to Parliament and discussed during public accounts meetings, whereby PSC is also represented;
- Strengthening the Sector Coordination Unit’s collaboration with State Owned Enterprises particularly in the development and application of policies and programs relevant to/for SOEs, to improve the quality of service delivery and client confidence.

In terms of new recommendations to strengthen coordination and improve implementation progress, the following were proposed by the participants and agreed to for consideration by the sector:

a) Public Administration Sector to revisit the M&E framework in the Sector Plan;

b) Strengthen coordination between central agencies (MOF, MPMC, PSC) to implement activities in PASP by 2018;

c) Review costing in PASP as significant amounts have been earmarked for consultants (TAs); sector should consider utilizing local capacity to undertake some of these work;

d) Review Recruitment and Selection process to make it more cost-effective and transparent;

e) Develop an enabling environment for the public service that takes into account different sector needs (e.g., HR, gender) and not adopting a wholesale approach;

f) Expanding existing or creating new leadership development programs to mentor upcoming leaders in the public service;

g) Relook at job availability locally (in the government, private sector or civil society) for returning graduates and consider widening opportunities to ensure they work and remain within Samoa;

h) Encourage public servants to improve their understanding of public sector integrity to be able to serve the public in accordance with the highest standards and code of ethics (ethical, legal, moral and spiritual domains);

i) Consider drafting “whistleblower” legislation alongside the development of the Anti-Corruption agency.

Overall, the Sector Coordinator noted that all 3 objectives of the consultation were achieved, hailing the first annual review public consultation a success, particularly in creating a platform for meaningful exchanges with a variety of sector partners and stakeholders.
The Ministry of Finance has led the way in improving and strengthening the capacity of existing mechanisms to monitor, evaluate and report on national outcomes through the delivery and facilitation of several participatory outcomes mapping exercises. An outcomes map focuses on mapping a rationale or causal steps that need to occur to highlight how a project would bring about the longer term outcomes desired. A participatory outcomes map is a strategy, plan or program design and management approach in which the participants including staff, key stakeholders and beneficiaries together co-construct their strategic or plan theory. According to the Ministry of Finance, the approach aims to achieve the following objectives:

- strengthen the design, monitoring, evaluating, learning and reporting of Sector Plans;
- achieve clarity with Sector Plan coordinating groups about where we are heading with review processes and design of monitoring and evaluation plans; and
- determine whether or not the outcomes we set are achievable.

The Ministry, with the assistance of Mr. Ted Rowley, a monitoring and evaluation specialist from Australia, had been conducting workshops across the 14 sectors on the development of outcomes maps for each Sector Plan since February 2015. The first round of outcomes mapping focused on the broad sectors including economic, social, infrastructure and environment. More specific consultations were then conducted in May 2015 for the 14 sectors, with another follow-up visit from Mr. Rowley and Ministry representatives in August 2015.

Outcomes mapping is anticipated to contribute to strengthening the mandatory Sector Plan annual review process, as well as preparations for the design and development of the upcoming Strategy for the Development of Samoa to replace the existing 2012-2016 document. For the Public Administration Sector, the exercise had provided a new frame of mind to relook and refocus the activities in the Sector Plan following its annual review in August 2015. The Sector has used this platform to reconsider the relevancy of the activities in consideration of the remaining years for the Plan, the available resources and investment, as well as the geographical scope the Plan intends to cover. It is expected that a more focused and specific Sector Plan will emerge following the annual review process and outcomes mapping exercise.

The Sector acknowledges with gratitude the tremendous support provided by the Ministry of Finance through Mr. Rowley to strengthen the key areas mentioned above.

Review aims to strengthen Recruitment and Selection process for Chief Executives and contract employees

In the Public Service Commission’s pursuit to improve Public Sector service delivery, Cabinet has approved a review of the recruitment and selection (R&S) process for senior contract employees (CEO & ACEO) employed by the PSC. This is in accordance with their decision detailed in Cabinet FK (15) 25, dated 4 August 2015. The primary goal is to improve the effectiveness of the R&S process, while the main objectives include:

i) Identifying options to improve the transparency and accountability of
the operation of the interviewing panels - e.g. increasing the number of panellists from 3 to 5, avoiding conflict of interest, merit selection practice, confidentiality.

ii) Updating the provisions of the R&S manual, as necessary, to improve clarity and avoid confusion or misunderstanding – e.g. recruitment period, job advertising, short listing, reporting.

iii) Developing mechanisms to address any complaints by applicants related to the R&S process.

The activity will be carried out by an independent consultant on behalf of the PSC. Request for proposals had been issued and publicised extensively to ensure there is a good calibre and comprehensive pool of potential consultants to select from. The PSC anticipates that the review would be completed by the end of November 2015 and a report for recommendations would be submitted to Cabinet within this timeframe.

The consultant is expected to collect the review information through implementing the following tasks:

i) Desktop research of R&S best practice for senior public service contract employees in other jurisdictions similar to Samoa;

ii) Review of relevant policies and legislation;

iii) Review of current R&S practice for contract employees in the PSC, including:

   - Interviews with some of the key stakeholders - namely the Prime Minister, Deputy Prime Minister, Minister of PSC, Chairs of the PSC and Remuneration Tribunal (permanent members of the CEO interviewing panel); ACEO Senior Executive Services PSC, and ACEO Human Resources Management PSC

   - Case studies

The Sector welcomes this initiative as it was widely discussed during its annual review public consultation held on 6 August 2015, where one of the key recommendations proposed was a review of the recruitment and selection process to ensure it is transparent and cost-effective.

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**Samoa celebrates its Public Service**

The 4th annual Public Service Day was held on the 25th of September 2015 to commemorate, celebrate and recognize the public sector’s contribution and service into achieving the national development of Samoa. The theme for this year’s Public Service Day was “Celebrating the Public Service of Samoa”.

Close to 50 Government Ministries and Public Bodies took part in this year’s celebrations and were ready to parade along Beach Road by 8am Friday morning. The parade was led by the
Police Band to the front of the FMFM II Building.

Reverend Taumafai Komiti of the Matafele Methodist Church blessed the day with a prayer and a word of encouragement. Rev. Komiti reiterated that the work of public servants go unnoticed and unacknowledged most of the time; however this should not be seen as a discouragement as the work we do is for the glory of God and not man.

In his keynote address, the Honorable Minister for the Public Service Commission and Minister for Public Enterprises, Afioga Lautafi Fio Selafi Purcell acknowledged the service and efforts of all public servants against the number of limitations and criticisms they face each day. The Minister’s speech is featured on page 16 for more information.

The Public Service Innovation and Excellence Awards ceremony followed suit, recognizing the dedication of public servants in achieving their respective Ministry’s and Office’s objectives. Nominations for eligible awardees were invited from the general public in August and were all assessed by an independent panel consisting of 3 members; the Chamber of Commerce President on behalf of the private sector, SUNGO Interim President Vaasilifiti Moelagi Jackson on behalf of the civil society, and the Chairman of the Commission. The awards ceremony included presentations for 2 categories; the individual awards category and the team awards.

The 7 individual categories and awardees are presented below:

1. Public Awareness Initiative – awarded to Ms. Juney Ward, MNRE
2. Community Participation Initiative – awarded to Mr. Tanuvasa Faamanatu Solomona, MCIL
3. Organizational Development and Capacity Building Initiative – awarded to Mrs. Alimuamua Malaefono Taaloga, SBS
5. Inspirational Leadership – awarded to Mrs. Mata’utia Rula Levi, SHC & Mr. Leota Laki Lamositele Sio, NHS
6. Recognition of Long Service – awarded to Mr. Vaaelua Nofo Vaaelua, MWTI
7. People’s Choice Award – awarded to Mr. Aiono Mose Pouvi Sua, MFAT

The 6 team categories and awardees are presented below:

1. Public Awareness Initiative – awarded to the MNRE Management Team for the Environment Week Initiative & SQA as an organization
2. Community Participation Initiative – awarded to the Crops Division, MAF for Reviving Taro Export Initiative
3. Organizational Development and Capacity Building Initiative – awarded to the Public Finance Management taskforce, MOF, for the Public Finance Management Reform Plan
4. Use of Technology/Information Management Systems Initiatives – *awarded to the ICT Division, SBS*

5. Environmental Friendly/Sustainable Development Initiative – *awarded to the Forestry Division, MNRE, for the ICCRIFS Project*

6. People’s Choice Award – *awarded to the National Reserves Section, Division of Environment & Conservation, MNRE*

The awards are explained in detail below for more information.

An exhibition for Government Ministries and Public Bodies was held in parallel at the TATTE building. It was a free platform for the 30 agencies that participated to raise awareness of the services they provide to the public and any new developments they had wanted publicized.

The general public as well as schools were invited to take advantage of the opportunity to engage with Government agencies to gain an in-depth understanding of the functions and roles of each of the participating agencies and how it relates to everyday life. This is a key activity under the PASP and it is anticipated that this would be an annual activity that would coincide with the celebration of the Public Service Day to promote the role of Government to its citizens.
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<tr>
<th>INDIVIDUAL AWARDS</th>
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<tr>
<td>Public Awareness Initiative</td>
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| Awardee: JUNEY WARD  
Principal Marine Conservation Officer  
Ministry of Natural Resources and Environment |
| Juney has been heavily involved in raising awareness on the protection and conservation of marine animals such as turtles, sharks and dolphins in Samoa as well the awareness on the conservation of mangroves for communities interested in establishing protected areas. For e.g. the Poutasi Mangroves and the replanting of mangrove seedlings at Fausaga. She is also the Editor for the Environment and Conservation Newsletter which informs the public of the work MNRE and its stakeholders do for Samoa. |
| Community Participation Initiative |
| Awardee: TANUVASA FAA'MANATU SOLOMONA  
Principal Inspector  
Ministry of Commerce Industry and Labour |
| Tanuvasa has been serving the public for 21 years through the Apprenticeship Scheme from the then Department of Labour to the current Ministry of Commerce, Industry and Labour. He has been involved in promoting the Apprenticeship Scheme which has had more than 4000 graduates in the seven trades administered by MCIL such as automotive, carpentry, plumbing, welding, air condition and refrigeration, electrical, fitting and machinery. |
| Organisational Development and Capacity Building Initiative |
| Awardee: ALIIMUAMUA MALAEFONO TAALOGA  
Assistant Chief Executive Officer  
Samoa Bureau of Statistics |
| Aliimuamua has been the focal person in organizing, leading and managing various projects within the Samoa Bureau of Statistics, which includes, but are not limited to the following;  
- Population and Housing Census 2011;  
- Samoa Socio-economic atlas 2011;  
- Demographic and health survey 2014; and  
- SBS’s latest project - Retrieval of Data for small Areas by Microcomputer (REDATAM) which is a software for processing, analysing and disseminating census micro data online whereby the public can now have access to run their own tables and |
create their own graphs using Population and Housing Census data online. This is cost effective and user friendly.

### Customer Service/Service Delivery Initiative

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<tr>
<th>Awardee:</th>
<th>Naomi Tausa Mavaega</th>
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<tr>
<td>Position:</td>
<td>Receptionist</td>
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<td>Authority:</td>
<td>Samoa Qualifications Authority</td>
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Naomi is the “first face” of SQA to its customers and stakeholders. Naomi has contributed to the good reputation of SQA as shown in the good feedback of SQA’s front desk services from its stakeholders through a survey to self-assess the organization’s Quality Management Assurance. Naomi is considered by her peers to be professional, friendly and is good in building relationship with stakeholders and colleagues alike. She is known for always being on top of her role as receptionist to make SQA clients happy and satisfied. She has received two internal awards for Attendance and Punctuality in 2014.

### Inspirational Leadership

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<th>Awardee 1:</th>
<th>Matautia Rula Levi</th>
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<tr>
<td>Position:</td>
<td>Chief Executive Officer</td>
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<tr>
<td>Authority:</td>
<td>Samoa Housing Corporation</td>
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Under Mata’utia’s direction, Samoa Housing Corporation services was recognised regionally by the Association of Development Financing Institutions in Asia and the Pacific for its Cyclone Evan’s Loan Scheme that helped rebuild people’s homes and shelters after Cyclone Evan in 2012.

Mata’utia as the CEO has contributed to the Corporation’s many achievements since 2005. This has led to the Corporation earning considerable annual profits enabling the organization to pay its mandatory Government dividends. Her staff members also profit by receiving Staff Performance bonuses based on profits earned during each FY since 2010.

Under her leadership the SHC was recognised internationally and was awarded in New York under a Gold Category by the International Quality Summit for commitment to Quality, Leadership, Technology and Innovation.

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<th>Awardee 2:</th>
<th>Leota Laki Lamositele Sio</th>
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<tr>
<td>Position:</td>
<td>General Manager</td>
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<td>Authority:</td>
<td>National Health Services</td>
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Leota took on the role as General Manager for NHS when it was separated from MOH, at a time when the services were requiring redevelopment and growth. He has worked towards improving the local and international funding partners to gain the relevant support for the development of the National Health Services, medical supplies and corporate support.

Leota’s leadership required him to implement change and commitment to achieving the outcomes of programmes set out for the NHS over time including the restructuring and
development of services such as the building of new hospital facilities.

## Recognition of Long Service

| AWARDEE: | VA’AEELUA NOFO VA’AEELUA  
Chief Executive Officer  
Ministry of Works, Transport and Infrastructure |
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<td>Va’aelua has served the Samoa Government for 43 years including 26 years as Head of Departments and CEO of MOT which is currently MWTI. His first ever job was a Clerk for the Marine Department in 1972. He has contributed immensely to the development and achievement of the Infrastructure and mostly the Transport Sector. He led the Government Reforms and Restructuring which led to the establishment of the Samoa Airport Authority, Samoa Ports Authority and the Land Transport Authority. He holds other roles as appointed by Cabinet in the Board of Directors for the Samoa Tenders Board, Land Board, PUMA Board, Scholarship Committee and is currently the Chairman of the LTA Board.</td>
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## People’s Choice Award

| AWARDEE: | AIONO MOSE POUVI SUA  
Chief Executive Officer  
Ministry of Foreign Affairs and Trade |
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<td>Aiono started his career in 1978 as a Development Officer for the Department of Economic Development and has served the country for 37 years, 25 of those years as the CEO for the Ministry of Foreign Affairs and Trade. He has brought a lot of positive changes to improve service delivery to enhance our vision for Samoa to be recognised as a regional leader as well as a responsible and active participant in global decision making. He is a dedicated leader in his field of work. Samoa has been recognised for its contribution to world affairs through the work and significant advisory role that Aiono has continued to play in fostering participation in policy making decisions which have positive impact and benefits to the lives of our people. He has worked towards the establishment of 10 overseas missions/ and diplomatic relations with more than 80 countries while at the same time maintained a cordial relationship with our traditional partners.</td>
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### TEAM AWARDS

#### Public Awareness Initiative

| AWARDEE 1: | MNRE MANAGEMENT TEAM for the ENVIRONMENT WEEK INITIATIVE |
THE ENVIRONMENT WEEK INITIATIVE is a pioneering national annual event promoted and established since the early 1990s and has remained till today despite the structural changes amongst ministries. While activities and themes vary from year to year, the underlying objective of the Environment Week remains and that is to create public awareness and engage in stakeholder partnership with sustainable environmental management practices of Samoa’s natural resources from the ridge to the reef. At the same time being cognizant with climate change challenges and promoting disaster risk preparedness within our local communities and leaders.

This initiative is currently led by MNRE Chief Executive Officer: Suluimalo Amataga Penaia

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<th>Awardee 2: SQA as an Organisation</th>
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Though SQA has only been in operation for 10 years, it has come a long way in terms of public awareness and involvement in the work the authority sets out to do in order to achieve national goals for the Education Sector. The SQA through its various roles has elicited the participation of the public in the areas such as:

- Provider Registration- SQA conducting training and awareness for Training Providers in this area.
- Program Accreditation- this has allowed participants to acquire more understanding of the work SQA does.
- Careers Advisory Service- this being SQA’s annual careers advisory visits to secondary schools for students to become fully aware of career paths in order to achieve their career dreams

SQA Chief Executive Officer: Fepuleai Sinapi Moli

Community Participation Initiative

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<tr>
<th>Awardee: Crops Division for Reviving Taro Export Initiative - Ministry of Agriculture &amp; Fisheries</th>
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It has taken over 20 years for the Ministry of Agriculture and Fisheries together with several stakeholders to bring taro back to the front stage and make taro available for overseas export markets. The increase in figures and statistics of different varieties of taro locally produced across the country and the drastic increase on taro exported to New Zealand and Australia since 2010 is profound reflection of the great impacts done by the initiative thus far. The increasing number of registered commercial taro farmers, the number of registered taro exporters and the increasing number of donors supporting taro research programs has reflected the high level of stakeholder involvement and community participation through this initiative.

Team Leader of this Initiative is the ACEO for Crops Division: Misa Konelio

Organisational Development and Capacity Building Initiative

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<tr>
<th>Awardee: Public Finance Management Taskforce for Public Finance Management Reform Plan-Ministry of Finance</th>
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The Public Finance Management (PFM) Reform Plan concerns the effective management of the collection and expenditure of government funds. The primary objective of this reform plan is to ensure that Government has a coherent and holistic plan to improve the quality
of financial management, which has the agreement of all the main implementing partners and stakeholders. This initiative/plan has encouraged strengthening of public financial management systems and enables the efficient use of resources for the public good.

Team Leader: Chief Executive Officer MOF- Tupaimatuna Iulai Lavea

### Use of Technology and/or Information Management Initiative

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<tr>
<th>AWARDEE:</th>
<th>ICT DIVISION – SAMOA BUREAU OF STATISTICS</th>
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<td><strong>The ICT Division</strong> is one of the newly established divisions of the Samoa Bureau of Statistics. The Office’s website developed by the ICT Division is a dynamic website which provides a hub of information for the users’ purpose and detailed information available for their needs. Metadata on the other hand is a developed tool by the ICT Division for archiving, documentation, dissemination and preservation of information such as those that clarify the process of planning and executing of surveys.</td>
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<tr>
<td>Team Leader: ACEO ICT Division- Leilua Taulealo, SBS</td>
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<td><strong>The REDATAM – Retrieval of Data for small Areas by Microcomputer</strong> is a program for processing, analysing and disseminating data online from census, survey or any statistical information whereby the user will use on the spot. It is more cost effective.</td>
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### Environmental Friendly/ Sustainable Development Initiative

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<th>AWARDEE:</th>
<th>FORESTRY DIVISION for ICCRIFS PROJECT-MNRE</th>
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<td><strong>The ICCRIFS Project is a 4 year project funded by the Global Environment Facility (GEF) through the United Nations Development Program (UNDP). The goal of the project is to integrate climate change risks enhancement into forestry management in Samoa.</strong></td>
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<td>Team Leader: ACEO Forestry: Moafanua Tolusina Pouli</td>
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<td>The ICCRIFS Project has successfully developed 18 Participatory Three Dimensional Models (P3DM) with communities of Samoa through various sectors. Such include Project Site 1 (from Laulii to Falevao), the first P3D Model to be implemented in Samoa and it became a very effective planning tool to engage the community in building capacity on knowledge and skills of the environment, and ways to adapt and mitigate climate change.</td>
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### People’s Choice Award

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<th>AWARDEE:</th>
<th>NATIONAL RESERVES SECTION/DIVISION OF ENVIRONMENT &amp; CONSERVATION- MINISTRY OF NATURAL RESOURCES &amp; ENVIRONMENT</th>
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<td>The National Reserves Section of the Division for Environment and Conservation was nominated for the People’s Choice Award Category for the dedication and effort in restoring and rehabilitating our nature’s reserves for future generation. They have done a number of surveys and monitoring exercises on 21 reserves priority areas for both Upolu and Savaii including the popular ones at Eleelefoa, Palolo Deep, Vailima National Reserve, Faleata and many more. The Mount Vaea Reserve is a success story being not only as a frequent location</td>
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for recreation but for forest restoration of native plants and to combat invasive plant species. In 2013 this team managed to find the iconic manumea bird which was last sighted and documented in the last 30-35 years ago.

Team Leader: Mr. Talie Foliga, Principal National Reserves-MNRE
KEYNOTE ADDRESS BY:
Makerita L Tiotio

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.

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**Keynote Address – Public Service Day 2015**

ASO FAAPITO MO LE AUFAIGALUEGA O LE MALO 2015 LAUGA O LE SUSUGA MINISITA FMFM II BUILDING 25 September 2015

Lau Susuga Le taitai o le Sauniga, Lau Susuga Taumafai Komiti, Sui mamalu o le Kapeneta Sui o le Palimene, Susu sui o le Diplomatic Community, Lau Susuga le Taitaifono ma sui o le Komisi o Galuega a le Malo, Faapea le Paia ma le Mamalu o le Aufaigaluega o e e ou le aso..

O lea ua maea papaga ma megamega i Tafua le aneanea o Paia ma Sa le Aave. Ua fati sisina foi auma o matemataga ina ua patonu le Pua nai Pualago, pei o le ma’te ga saua a Malietoa ma le Tuimanu’a. Ae nu’unu’u atu ia outou Paia, Sa ma Faiga o le a le napenapeina e sa’u upu pe toe tolofa faalauti fatulalo aua ua taoto a o se ala o’o.

Tulou Tulou Tuloa Lava!

O le aso, tatou te f’a’amanatuina ai auaunaga taua a tagata faigaluega uma a le malo o lo’o faia e lagolagoina ma uuna’ia ai le atia’eina o si o tatou atunu. O le tausaga e 2003 na ulua’i faamanatuina ai le Aso mo Afaigaluega a le Malo e le UN General Assembly – i lona faamoemoe autu; o le faamanatuina lea o aga tausili ma auaunaga tau’aloa o lo fai sao i le atina’e o atunu, faatauaina o le sao o aufaigaluega ma le faamalosi’au ai i tupulaga lalovaoa ina ia saili i galuega e auauna ai i le malo. A o lenei aso, o outou uma ua potopoto mai, o le fatu o atina’e ma auaunaga - ua faatiuteina e faatino luafuluaga faaluagafono ma faiga faavea e le Malo ina ia ausa ni taunu’uuga lelei mo si o tatou atunu ma ona tagata i le aso ma aso aluā. O le tele o taimi, e tautau ina le aloa’ia, lē amana ma faamasinoina le auaunaga o lo o outou ofoina atu. Ae ui i lea, e le’i faatauagavale ai lo outou Paia i lo outou valaafiaui, ae o lo o tautua pea ma auauna ma le punou’a i ma le faamaoni. Ona o lau tautua le faatuaonia, ma lou tautua atunu – e avea ai a’u ma sui o tagata-ruu uma o Samoa, ma le Malo o Samoa e fa’aleo ma momoli atu le: Faamalo i la outou tautua matavela, Tautua le popo, auaunaga le lē faaogalogo tina.

O le autu o lenei aso: O le “Faamanatuina o Auigaalugega a le Malo o Samoa”. O se faamanatu taua foi lea ia i tatou i le faaaau pea o la tautou auaunaga e ala i le avea ai ma tagata Samoa. E le gata i lea, oloo fa’aauau pea le faaaogaina o tu ma a sola tausili e limataitaina ai a tatou galuega, ae a’ifi ai ma nisi o vaega taua o la tatou aganu e pei o le tautua i totonu o tatou aiga, auaunaga tuuina atu i le lautele faapea ai ma le agaga saili malo. O le aso ma lona fa’amoemoe e fa’atauaina ai fai auaunaga mo tagata ma a latou tautua talu ona tulai mai galuega faalualo. O le mafuluaga foi lea o le taua ai o le faaloa o “FAAILOGA TAULOLOA TUUINA ATU I LE AUFAIGALUEGA A LE MALO MO AUUNAGA TULAGA ESE MA LE ALUALU I LUMA”. I le tausaga nei, e
sefulu ma le lima ni fa’ailoga taualoa ua mafai ona saunia, a sofia ai Faailoga mo: Galuega Faalauiloa, Siitia o Tulaga o Faalapotopotoga ma le Faafoeina o Aoaoga Tau i Tomai ma Agavaa, Puipuiga o le Siosiomaga I totonu o Falefaigaluega, Ofoina o Galuega Soosootauau mo le atunuu lautele faatasi ai ma le Faatupuina o Auaunaga faaletaiai aupitosili ona maualuga e tuuina atu. O nei fa’aiologa e le na’o se fa’amaoniaga o auauanaga pito sili ona lelei, ao se timaiga foi lea moi tatou uma tagata faigaluega. E momoli atu ai le faamalo moi latou ua filifilia.

I le taimi nei, oloo maitauina pea le fetaia’i o tatou ma faaftauli, e sofia ai le ‘utī’utī o alaoa e faaoga mo galuega, lē lava o tomai ma agavaa o le auaagaluega, faatasi ai ma fesuaiga o tulaga faapolokiki, tulaga tau tamaoaiga ma faaalavelave faalenatura i le lalolagi. Ou te talitonu foi o le toatele o i tatou ua nofo silafia uma i nisi o faaftauli tau tupe maua o loo feagai ai ma lo tatou malo, ma o le ala foi lea e tāua ai le talafeagai lelei o a tatou auauanaga ma o tatou tamaoaiga.

Ma e ui lava i nei faaftauli, oloo iai foi ni matati’a ua mafai ona tatou ausia. I le ripoti faaetupe o lenei tausaga, oloo faaloa mai ai ni suiga maoae i vaega faatulagaina taitasi e pei o Mataupu Tau i Aoaoga, Soifua Maloloina, Faatoaga ma Faigafai, Auaunaga Tau-Tekonolosi, Turisi ma isi. Ua ma’e a foi ona tatou talimalo i faamoemoe te te tele faa-ovala malo e pei o le Fonotaga a Malo Auaatasi e uiga i Setete Tau Ati A’e o Atumotu Laiti, aemaise ai o le taligamalo i Taaloga a Tupulaga Talavou a Malo o le Taupulega, e pei ona faatoa maea atu nei. O lea, ‘ao tatou faamanatuiina le Aso Faamanatu mo le Auaagaluega a le Malo, e momoli atu le faamalo i alii ma tamaitai faigaluega una mai lava i e matutua sei paia le au talavou. Ou te faamalo atu ai mo galuega ua outou ausia, i le taimi le tuana’i, taimi nei, ma le lumana’i.

Soifua
Public Administration Sector Plan Annual Review consultation at a glimpse!
Public Service Day at a glimpse!
Have you noticed? Facelift for PSC Office!

- The Public Service Commission recently completed a facelift for its reception area along with some other changes aiming at building its image, providing space to accommodate the growing number of its staff and to further enhance its services to the public.
- Changes made include:
  - Shifting the PSC Reception area to the front room previously used for interview and training, whilst the interview room has been relocated to the far end inside the office;
  - the name for the office has been enlarged for instant view making it easier for those visiting or looking for the office to see;
  - the Information Centre has also shifted next to the reception area but more private;
  - Waiting area out in the foyer utilizing the available space for visitors to wait while being served.

Planning a Holiday? Diarize these dates!

- 12 Oct: White Sunday Holiday
- 25 Dec: Christmas Day

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.

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

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