



# Public Administration Sector Newsletter



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The Chairman & members of the Public Administration Sector Steering Committee acknowledges with gratitude those who have helped and supported the work of our Sector in 2015.

It has been an honour and a pleasure to work with you all this year.  
Best wishes to you and yours for a delightful holiday season and a joyful new year.



Check out this  
**NEWSLETTER**



## A word from the Sector Coordination Unit

The Public Administration Sector is pleased to present the **fourth 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. We look forward to your positive contributions towards the development of our Sector for the remaining half of the Sector Plan.

We also take this opportunity to thank our stakeholders for your continued support and patronage throughout 2015. On behalf of the Chairman and Steering Committee we wish each and every one of you and your families a blessed and peaceful festive season.

### The Public Administration Sector Coordination Unit



## What's Inside?

- New 4-year SDS in the making
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- Ministry of Public Enterprises established
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## New 4-year SDS in the making

### STRATEGY FOR THE DEVELOPMENT OF SAMOA 2012–2016

The Government has reinforced its commitment to putting in place a strategic roadmap for Samoa by embarking on the development of a new Strategy for the Development of Samoa 2017-2020 document (SDS). The 4-year document will replace the SDS2012-2016, and will guide economic, social, environmental and infrastructural developments in the country over the next 4 years. The Ministry of Finance is spearheading this activity, and have been undertaking consultations with each of the 14 Sectors in November 2015.

The upcoming SDS document will be the eighth publication in the SDS series and is in accordance with the Public Finance Management Act 2001. The SDS is also referred to as the statement of economic strategy, and would be informed by the new Samoa Monitoring and Evaluation Reporting Framework developed by the Ministry of Finance.

All 14 sectors are expected to provide key strategic areas and indicators based on their priorities for the 4 year timeframe, aligned with the fiscal year. The Public Administration Sector, which falls under the Economic Group, believes that there should be great emphasis placed on ensuring that quality and coordinated service delivery to the people of Samoa is provided in the most cost effective, efficient and transparent manner.

The mid-term review of the current SDS highlighted that the launch of the Public Administration Sector Plan 2014-2018 was expected to contribute to strengthening Government effectiveness and improving the quality of service delivery. In keeping with this rationale, the Public Administration Sector have recommitted to achieving high quality and coordinated service delivery for the people of Samoa, through improvements to accessibility, the whole of Government approach and response, and human resource capacity in the country.

One of the key achievements for the Sector is the inclusion of the National Human Resource Development Plan (NHRDP) as one of the strategic indicators to guide the utilisation of resources in this area.

As highlighted in previous editions, the National Human Resource Development Plan 2015-2030 is a 15 year strategy that 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. 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 solutions to ensure the country has the required skill and knowledge-base it needs to achieve the goals set out in its SDS.

The NHRDP is an initiative of the Public Service Commission, and will work parallel to the SDS and the Employment Policy developed under the auspices of the Ministry of Commerce Industry and Labour.

It is expected that public consultations for the development of the new SDS would be carried out around the first half of 2016.

## Government aims to manage population



The Ministry of Finance together with the 14 sectors have come together to develop a Population Policy and a framework for action to coordinate efforts to manage the impacts of

population change in Samoa. The policy would replace the national population policy 1998, housed under the Ministry of Health.

The 1998 policy was never implemented due to several reasons, including limitations with resourcing. The Government had contracted the services of a population consultant and advisor, Alistair Wilkinson, to assist the Ministry and sectors with the task.



Following a series of consultations in October 2015, a draft national population action plan had been developed. The action plan is expected to help Government address expected and unanticipated effects of population change in Samoa. Some of the key areas in the draft action plan include fertility, migration, health and education, the environment, and the provision of safe drinking water, sanitation services and energy.

The population action plan is expected to incorporate the Sustainable Development Goals as well as relevant aspects of the SIDS Accelerated Modalities of Action (SAMOA) Pathway, a product of the Third International Conference on Small Island Developing States Conference held in Samoa 2014.

### **Ministry of Public Enterprises established**

The Public Administration Sector welcomes the Government's decision to establish a body to help strengthen the profitability and efficiency of its 29 Public Bodies. The Ministry of Public Enterprises (MPE) officially opened its doors to the public on 24 August 2015, and aims to make a significant

contribution to Samoa's economic growth by exercising a strategic leadership and oversight role for the Public Bodies.

The Ministry was initially part of the Ministry of Finance, operating as the State Owned Enterprises Monitoring Division. It is led by Chief Executive Officer Ms. Elita To'oala, a young and vibrant leader who



holds several tertiary qualifications including a Masters of Business Administration from the University of Western Sydney. She is supported by 5 Assistant Chief Executives which includes Dr. Cam Wendt, Ms. Faafetai Golovale, Mrs. Moana Leiataua Fruean, Mr. Fogapoa Samoa, and Mr. Michael Malua Wulf.

The Ministry's core function is to monitor the performance of PBs in accordance with the provisions of the Public Bodies (Performance and Accountability) Act 2001 and other supporting legislations that state how PBs are to be governed and what is expected of them in terms of their productivity, profitability, returns on Government's investment and the quality of service delivery to the public. The Ministry is also mandated to provide policy advice and support to the Shareholding Ministers; Minister of Public Enterprises, Hon. Lautafi Fio Selafi Purcell and Minister of Finance, Hon. Tuilaepa Lufesolai Aiono Fatialofa Sailele Malielegaoi.

The Ministry is made up of five divisions; four technical divisions and corporate service support.

- Public Body Governance
  - a. Led by Dr. Cam Wendt, the division is tasked with improving the performance of all public bodies by strengthening their governance and regulatory frameworks. This involves managing the recruitment & selection process of Board Directors as well as monitoring & evaluating their performance.

Performance monitoring will also be extended to all public bodies Chief Executive Officers/Managing Directors in an attempt to strengthen the accountability between management and PB Boards of Directors.

- Commercial Entities

- a. Led by Ms Faafetai Golovale, the division monitors the performance of Public Trading Bodies (PTB) through the facilitation of Corporate Plans, financial analysis and ensuring that the principal objectives of PTB under the Act are achieved. PTBs are expected under the legislation to be profitable, pay dividends to Government and provide efficient and effective service delivery to the public.

- Mutual and Beneficial Entities

- a. Led by Mrs. Moana Leiatua Fruean, the division monitors the performance of Mutual and Beneficial Bodies through the facilitation of Corporate Plans, financial analysis, performance reports, reviewing annual government grants to PBBs and ensuring that the principal objectives of PBB under the Act are achieved, which requires them to be self-sufficient while providing efficient and effective service delivery to the public are achieved.

- Public Private Partnerships

- a. Led by Mr. Fogapoa Samoa, the division is responsible for the implementation of the Public Private Partnership (PPP) and privatisation programs of Government in line with the PPP Framework and privatisation policy. The intention is to improve the management and structure of Public Bodies while strengthening the interaction between the public and private sector.

- Corporate Services

- a. Led by Mr. Michael Malua Wulf, the division will ensure that the Ministry is provided with efficient Financial, Administrative and HR support services to achieve its mandate.

### **Chief Executive Appointments Update from the Commission**

The Office of the Public Service Commission has completed the recruitment and selection of the 6 out of eight 8 Chief Executive Officer Positions due in 2015. As per F.K (15) Faapitua 16 of 11 November 2015 the following appointments were made:

- Ministry of the Prime Minister and Cabinet: Agafili Shem Leo
- Ministry for Revenue: Avalisa Viali-Fautuaalii
- Ministry of Foreign Affairs and Trade: Peseta Noumea Simi
- Ministry of Works, Transport and Infrastructure: Sua Poumulinuku Onesemo
- Ministry of Finance: Lavea Tupaimatuna Iulai Lavea
- Ministry of Communications and Information Technology: Tuaimalo Asamu Ah Sam.

From these appointments, there were four (4) new appointees and 2 re-appointments of previous incumbents. These 6 Chief Executive positions were advertised in August 2015 and the successful appointees are anticipated to commence in January 2016.

The remaining 2 positions undergoing the recruitment and selection process are Chief Executives for MESC and MJCA. The interviews for both positions have been completed and are currently awaiting Cabinet's decision on appointments.

The Commission is also conducting the recruitment and selection process for the positions of Attorney General and the Director for the Prosecution Office

and it is anticipated that the process will be complete in 2016.

### **PSC undertakes Harassment Survey for the Public Administration**

The Office of the Public Service Commission undertook a Harassment Survey of the public administration in December 2015, to determine whether or not harassment existed in the Public Service workplaces. It also aimed to determine whether an overarching Harassment Policy for the whole Public Service should be developed to address the issue.

The survey is a good starting point to address data gaps particularly on this topic. The initiative is part of the Commission's functions in planning, promoting and developing policies for Government employees, ensuring that they are provided with an enabling and safe environment to work within.



In addition, Goal 3 of the Public Administration Sector Plan 2014-2018 aims to promote and maintain consistent and relevant integrity standards across the whole public service. The main objective is to ensure that all employees feel safe and supported and it is anticipated that this would translate into improved service delivery particularly for Government clients and the public in general.



It is expected that the analysis of the survey results should provide a clear direction for the Commission to decide whether harassment is indeed an issue within the public service and what mechanisms it would need to develop or strengthen to address any related issues that might arise in the future.

### **Government Service Delivery Survey to be rolled out in 2016**



The Public Administration Sector Plan 2014-2018 places a strong emphasis on client satisfaction and ensuring that the public service provides quality service at all times. Improving the quality of public service delivery is one of the primary goals for PASP. The public administration exists to serve the people of Samoa and several activities have been included to ensure that all employees understand what it means to be a 'public servant'.

In 2014, the Office of the Public Service Commission undertook a Client Satisfaction Survey to gauge the level of satisfaction with Government service delivery. Although the survey found that the public thought service delivery had improved dramatically if compared with previous years, it also identified several Government agencies that needed to strengthen and improve the way they dealt with their clients.



To make a comparative analysis, the Commission will be rolling out the same initiative in February 2016.

The survey, formerly known as the Client Satisfaction Survey will now be referred to as the Government Service Delivery Survey. It is anticipated that the survey will provide information needed to assist the Government with its proposed Service Improvement Program planned for 2016. All Government Ministries and agencies are expected to participate in this important survey as their commitment is required to strengthen public service delivery and to achieve a professional and competent public administration.

## Important Dates!

- 25 Dec: Christmas Day
- 26 Dec: Boxing Day
- 1 Jan: New Years Day
- 4 Jan: Back at Work!

## 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 PASCU comprises of the Sector Coordinator, Makerita Tiotio, and two Principal Officers.

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

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