A word from the Sector Coordination Unit

The Public Administration Sector is pleased to present the fifth 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. 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 in 2016!

The Public Administration Sector Coordination Unit

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“Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.” – Peter Drucker

New Minister for the Office of the Public Service Commission

The Office of the Public Service Commission & the Public Administration Sector welcomes & congratulates its new Minister, the Honorable Prime Minister, Le Afioga Tuilaepa Lopesoliai Neioti Aiono Sailele Malielegaoi, who replaces the Honorable Lautafi Fio Selafi Purcell.

We wish you success during your tenure and we look forward to working and supporting you for the next 5 years.
Civil Service Institute for Samoa?

The Public Service Commission has begun discussions around the creation of a Civil Service Institute for the Samoa Public Sector. A concept paper developed by the Human Resource Division shows the imminent need for a more structured and standardised mechanism to deliver training for the public sector. The current Public Administration Sector Plan places a strong focus on improving the capacities of public servants to raise the standard of service delivery in Samoa. It is no secret that a country’s greatest assets are its people.

To develop and nurture their talents in a carefully designed way is to invest in the long-term development of Samoa.

The Institute will serve as a training institution for the public sector, catering to develop the skills and knowledge of the public sector workforce to equip Government with the manpower it requires to serve its citizens efficiently. The Commission plans to offer accredited and quality assured training under this institution and is hopeful that it is a step closer to achieving a professional and competent public administration.

While existing programs such as the Samoa In-Country Training Program (ICTP) have made training opportunities more accessible for public servants, there is room for further developments in this area. The Samoa Public Service Workforce Plan 2013-2016 points to a minute 5 per cent of public servants having access to professional development opportunities funded by development partners. Focus areas for these training and capacity building programs tend to fluctuate according to sector interests and investments of development partners.

The concept paper highlights several inconsistencies with training requested by the public sector against the number of training offered through different programs. The Government is hopeful that the establishment of the Institute would address this gap. It is also anticipated that this would be seen as a cost-saving measure particularly for significant costs expended on official travel for training overseas annually.

The institution is another strategy aimed at localizing human resource development activities, tailoring specific training to suit the needs of the public sector, improving Government service delivery in the long run.

Integrity: the key to an ethical public sector

Warren Buffet, one of the world’s most successful investors once said that in looking for people to hire, you look for three qualities: integrity, intelligence, and energy; if they don't have the first, the other two will kill you.

Improving public sector integrity and culture is one of the key goals of the Public Administration Sector Plan 2014-2018 (PASP). In June 2016, the Public Administration Sector will collaborate with the United Nations Office on Drugs and Crime (UNODC) to host an Integrity workshop for senior government officials. The workshop, to be facilitated by Mr. John Hyde, Anti-Corruption Consultant for the United Nations Pacific Regional Anti-Corruption (UN-PRAC) Project, will run for 2 days from the 6-7 of June.

The workshop will build on the increased awareness within Samoa of the United Nations Convention against Corruption (UNCAC). Similar workshops have been conducted for the civil society and the same topic has been part of the
An induction programme for new Members of Parliament.

The workshop aims to build further understanding of the Convention and how it is linked to key activities under the PASP, particularly in ensuring that public servants are professional and transparent in their interactions with the public. It is anticipated that the workshop will stimulate discussions on putting in place integrity mechanisms in Samoa that are consistent with the Convention and Goal 3 of the Sector Plan.

The Office of the Public Service Commission who have been tasked with the coordination of this workshop will extend invitations to both Ministries and Corporations in April 2016.

Review aims for improved policy coordination

The Central Agencies Committee (CAC) made up of the Office of the Public Service Commission, the Ministry of the Prime Minister and Cabinet, and the Ministry of Finance, are in the process of reviewing its Terms of Reference. The Cabinet Handbook notes that these agencies are referred to as central due to the nature of their overarching responsibilities and coordination roles across the entire Public Service and the public sector as a whole.

The review is part of Government efforts to strengthen the quality of policy advice and whole of government coordination to improve the way it responds to the needs of its people. The terms of reference being reviewed points to the Committee’s vision of improving the quality of Cabinet submissions on policy issues ensuring that decisions of national, strategic importance are well informed. The CAC is one of two planned formal mechanisms to facilitate a more proactive approach to policy coordination.

A draft terms of reference has been tabled and will be discussed in due course, and the review should be finalized before the end of this financial year.

PSC updates Working Conditions and entitlements Manual

On the 5th March 2012, the Office of the Public Service Commission sent out a circular memorandum (PSC Circular Memorandum 2012/09) to all Ministries and Offices under PSC jurisdiction on the review of the working conditions and entitlements for Officers (permanent staff), Contract Employees and Wage Workers. These consultations occurred from the 12-16 March 2012.

Ministries that were consulted were included:

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The purpose of the review was to address areas or issues that Ministries found problematic with regards to the previous WCE Manual, so as to ensure that these are not only fair, equitable and reasonable but also affordable for the Government. Added to this was also to identify and address any areas in the approval processes that can be improved and to ensure that these are simple, efficient and effective.

The main areas that were highlighted in the roll out when carried out were policy changes in the reviewed WCE Manual such as, Leave Entitlements, Managing Cessation of Employment, Allowances, Removed Determinations and New Determinations.

After these consultations, the Office of the Public Service Commission rigorously researched and made comparative analysis to other jurisdictions for best practices and standard working conditions and entitlements across their public service and therefore adopts what best deems fit to suit our own workforce context. The findings were later presented to the Human Resource Coordinator’s (HRC) meetings for their deliberation on proposed options on most determinations under review for the Commission’s consideration. The HRC meeting is comprised of all Human Resource Coordinators from all Ministries.

The proposed options for the Reviewed Determinations were submitted to the Commission for consideration and approval. Upon the completion of the Review of the WCE, the Commission at its meeting PSC 2014/2015 43 on the 5th of May 2015 approved the WCE 2015 and passed on to Cabinet for endorsement.


The e-copy of the revised and updated WCE Manual can be downloaded at the following link: http://www.psc.gov.ws/publications/

Consultations on changes to the Recruitment & Selection process for general employees underway

The Office of the Public Service Commission has started consultations with respective ministries and central agencies on changes to the recruitment and selection process (R&S Process). The exercise has been carried out for over a week now and is to be completed by the end of this week.

It was highlighted from previous monitoring and evaluation (M&E) of the recruitment and selection process administered by respective ministries, that there was an extensive non-conformity in selecting the most meritorious person for the job. The current method of assessment was also seen as being too structured and unfair, and in some instances obscures a proper assessment of merit.
The changes to the recruitment and selection process ensures that the merits of a person are equally assessed and based on all four components of Merit as defined in the Public Service Act 2004. The changes include a method of assessment replaced by a simplified ranking/scoring system and the use of job competencies relative to the prescribed Merit.

In 2014, the method of assessment was used and applied in the Recruitment and Selection Process for contract employees. Rolling out and implementing these changes in the Recruitment & Selection of general employees ensures a consistent and uniform process of selection to position vacancies of the Samoa Public Service. Reconfiguration and upgrade of the recruitment and selection system have already started internally at the Office of the Public Service Commission with further trainings to be implemented for all ministries in mid-April.

The Office of the Public Service Commission is currently developing continuous trainings around job analysis, design and writing job descriptions (competencies and descriptors) as part of the transition phase. Ministries will be informed accordingly.

Individual ministries are also encouraged to schedule with the Office of the Public Service Commission a one on one familiarisation session if required.

It is projected that the commencement date for Line Ministries to implement changes to the recruitment and selection process identified above will be the 2nd of May, 2016.

An e-copy of the R&S Manual for General Employees can be downloaded at the following link: http://www.psc.gov.ws/publications/
Need training for your staff? Book your spot now!

- **April**
  - 18th – 22nd: HRD – People One Training Module (PSC 16008)
  - 25th – 29th: HRD – Recruitment & Selection System (PSC 16009)

- **May**
  - 10th – 13th: HRD – Time Management Training (PSC 16010)
  - 23rd – 27th: HRD – Monitoring & Evaluation Training (PSC 16011)

- **June**
  - 6th – 10th: HRD – Basic Public Policy Development Training (PSC 16012)
  - 13th – 17th: ICTP – Conflict Management for the Public Sector
  - 20th – 24th: HRD – Recruitment and Selection Processes & Tools (PSC 16013)

**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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