A word from the Sector Coordination Unit

The Public Administration Sector is pleased to present the seventh edition of the Public Administration Sector Quarterly Newsletter. It will highlight completed, ongoing, and planned activities under the Public Administration Sector Plan 2013/14 – 2017/18. 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.

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 this year!

The Public Administration Sector Coordination Unit

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“There is no more dangerous menace to civilization than a government of incompetent, corrupt, or vile men.”
— Ludwig von Mises

HAPPY 5TH PUBLIC SERVICE DAY SAMOA!

The Public Administration Sector extends its best wishes to the Samoa Public Service on its 5th anniversary this year! Congratulations on another successful year of service. You are to be celebrated because you have persevered!

The Sector wishes each and every public servant strong resolve and continued success in performing the significant and responsible duties of your positions!

FAAMALO I LA OUTOU TAUTUA & AUAUNAGA MATAVELA!
Public Sector agencies receive refresher training on recruitment and selection

The Public Service Commission through its Human Resource Management Division conducted a series of training on organization review, the recruitment and selection process and the Performance Management System.

The sessions aimed at improving human resource management in the public service. They were in line with Goal 2 of the Public Administration Sector Plan that looks at improving Human Resource capacities and management of Samoa’s Public Service. The initiative also supported ongoing efforts to achieve the one public sector vision for good governance through improved people management practices.

The first training held over 3 days from 20 – 23 June 2016 came about as a result of the review of the Recruitment and Selection Manual.

The revision of the recruitment and selection manual puts more emphasis on the merit factors as the basis of the assessment and also ensure that transparency, accountability and fairness are clear and precise throughout the process. Added to this is to ensure the enhancement of the capacity of the staff members on recruitment and selection processes especially on merit factors, developing job competencies required for positions and conducting job analysis and organization reviews.

The training also emphasized the importance of having balanced representation in terms of gender for interview panel members as indicated in the Recruitment and Selection Manual.

The Performance Management System training that ran from the 27 – 29 June 2016 encouraged Ministries to utilize the said tool to develop the capacity of staff and towards developing a reward system for public servants.

There was also an opportunity to conduct a special training on Recruitment and Selection Processes held for those with special needs at the Nuanua o le Alofa which was held on 22 September, 2016. The training was well received by the participants which included persons with disabilities and other interested parties. The session was premised on an inclusive approach and focused on the merit factors and job competencies, eliminating communication barriers as well as emphasizing equal employment opportunities for all in the Samoa Public Service.

Functional Analysis Report approved by Cabinet for implementation

The first 2 phases of the Functional Analysis Review that was carried out by the Office of the Public Service Commission is now complete and the reports have been approved by Cabinet for implementation.

The purpose of the review was to improve the ‘machinery of government’ and its performance
through redefining its priorities and reviewing its functions.

There were 20 Offices included as part of the review, all under the jurisdiction and performance management of the Public Service Commission except for two Constitutional Authorities (Offices of the Attorney General and Auditor General) which became independent during the Review.

The Functional Analysis does not include other agencies under the whole Public Sector (like State Owned Enterprises) however the increasing growth of the Public Sector since the 2003 Realignment is an alarming concern as it does have a tremendous impact on the economy, and this is something government is not taking lightly.

To date, 54 Government agencies employ more than 9000 public servants within 14 Ministries, 4 Statutory Bodies, 6 Constitutional Authorities, 27 State Owned Enterprises, and 3 Others which includes the Ministry of Police, Samoa Prisons and Corrections Service, and the Samoa Fire and Emergency Services.

The core functions legally mandated for government to undertake were extracted from Samoa’s Constitution and its key legislation.

There were 156 separate functions identified and were grouped into five (5) main categories or groupings, listed below:

1. Policy Function
2. Coordination, Supervision, Oversight and Monitoring Function;
3. Regulatory Function;
4. Service Delivery Function; and
5. Support Function.

The purpose of grouping of functions in the above categories was to eliminate duplication and overlaps, improve efficiencies and to determine the most appropriate organizational structure in which functions could be performed at an optimum level.

The third phase, which will see the recommendations on organizational structures from the first 2 phases being implemented, is planned for the next financial year.

Public servants encouraged to be the solution in improving service delivery

The Honourable Acting Prime Minister and Minister of Finance Afioga Sala Sili Epa in his opening speech encouraged public servants to be the solution in improving service delivery.

The 5th Annual Public Service Day was held on 30 September 2016 to celebrate and recognize the public sector’s contribution to the national development of Samoa. The theme for this year’s Public Service Day was “Celebrating the Public Service of Samoa”.

The Acting Prime Minister acknowledged the service and efforts of all public servants against the number of limitations and criticisms they face each day. He urged the public servants to serve the public with high diligence and the best of their abilities and with compassion. “I also strongly encourage you to serve our country with professionalism, administering well managed processes in a truly coordinated manner, ensuring cost-effectiveness, efficiency and transparency and that you as individuals be held accountable for your actions and performances. Needless to say, I advise you to become the solution and not the problem, to be facilitators rather than encumbrances.”

Archbishop Lauano Falaniko Matulino of the Immaculate Catholic Church blessed the day with a prayer and a word of encouragement. Archbishop Matulino reiterated that the work of public servants go unnoticed and unacknowledged most of the time but this should not be a
discouragement as the work we do is for the glory of God and not man.

Close to 40 government Ministries and Public Bodies marched along the Beach Road from the Samoa Fire Service Headquarters to the front of the Government Building to commemorate this special occasion.

There were no special awards presented for this year’s Public Service Day as it is only done in every two years as per usual practice. Therefore, these special awards will be held next year at the 6th Annual Public Service Day.

The Minister’s speech is featured on page 6 for more information.

MESC & MAF excel in Service Delivery Assessment
Two large Government Ministries have excelled in its service delivery to the public. The Ministry of Education Sports & Culture topped the Front Desk Customer Service, while the Ministry of Agriculture topped the Telephone Customer Service.

The Service Delivery Survey is conducted by the Public Service Commission through its Public Service Performance and Policy Division and the report for the Financial Year 2015 – 2016 has been completed and dispatched to all respective Ministries for their information and action.

In addition, the 10th report for the Telephone Spot Check and the 5th report for the Front Desk Spot Check for the period of January – June 2016, was presented to Cabinet for their information as well. These reports assessed the progress of 18 Ministries under the Public Service Commission’s jurisdiction in their customer service delivery over the phone and the front desk.

This activity was initiated due to the numerous complaints received by Commission from the public regarding the level of Customer Service provided by Ministries over the telephone.

This work began in FY2011 – 2012 with Telephone Spot Checks only. However, with government trying to improve the quality of its service delivery, it then decided to assess Front Desk Spot Customer Service and started in FY2012 – 2013.

The standards of assessing customer over the Telephone and Front Desk were sent out to the Ministries through the PSC CM and some of the required standards identified include:

- Answer the Telephone within 3 rings
- Staff to identify Ministry and him/herself clearly and courteously
- Staff to be helpful and deal with enquiries and telephone messages promptly; and
- Staff to promptly transfer/refer calls to the appropriate / requested employee

Standards for Front Desk Customer Service Delivery include:

- Timeliness of the service provided
- Manner of the Staff
• Competence of the staff in dealing with customer enquiries

Certificates of recognition were presented to high-performing Ministries as an avenue to boost their morale and maintain their enthusiasm in delivering quality service to the public.

The list below identifies the Top 5 Ministries assessed to have provided Excellent Telephone Customer Service and Excellent Front Desk Customer Service.

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<th>Excellent Telephone Customer Service</th>
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Keynote Address – Public Service Day 2016

OPENCING SPEECH BY THE HONORABLE ACTING PRIME MINISTER and MINISTER OF FINANCE
FMFM II BUILDING
30 September 2016

Afioga Patele: Lauano Falaniko Matulino
Members of the Cabinet and Associate Ministers
Members of the Diplomatic Corp
Chairman and Members of the Public Service Commission
All Public Service Employees
Ladies and Gentlemen

As Acting Prime Minister and thereby Acting Minister of the Public Service Commission, it is my privilege to greet and welcome you this morning for the commemoration of the 5th Samoa Public Service Day, since its inception in 2012. Talofa and a pleasant morning to each and every one of you who braved yourselves in rising early to be part of this celebration.

FAAMALO LE TAUTUA MATAPALAPALA, MALO LE LOTO NUU.

Today as we observe this significant event, the 5th Samoa Public Service Day, we pause to remember with fondness and honour the memories of those public servants who have passed on and are no longer with us. We salute and acknowledge their important contributions and valuable achievements which no doubt lent to the improvement and enhancement of public service performance while upholding the values and ethics of a truly accountable and transparent Samoa Public Service. Such are the inspirations that behoves us all to aspire to an even higher calling and to be better than their best.

The vision of the current Public Administration Sector Plan is for Samoa to be enabled to acquire a ‘professional and competent public service that provides quality service for and to its people’. In essence, the Samoa Public Service, through its various factions is to become the epitome of wholesome and exceptional provider of eminent services that will contribute towards raising the standards for an enhanced quality of life for each and every Samoan.

Over the course of the last two decades, our Government has undertaken comprehensive processes of restructuring and realignment to strengthen fiscal responsibility and public management, while improving the effectiveness and efficiency of the overall Public Service. Such initiatives included, though not limited to, such processes as the development of performance based contracts at the management level, an amalgamated human resource development plan, an enhanced policy to strengthen good governance and management in the public sector, as well as the ongoing work to strengthen public finance management. These are only some of the work the Government has assumed to streamline its internal systems and to support strategic partnerships with the private and non-government sectors.

In truth, these are only a few of the milestones we have achieved thus far, and though we ought to continue to forge forward in developing appropriate tools to enable the dispensing of wholesome services, we would be remiss in failing to acknowledge that there were and still are challenges that requires us to reflect upon and take stock of in pursuit of excellence in Public Administration. Advancements in technology to date has meant greater scrutiny of Government service delivery and as such, it is incumbent on public servants to be most sincere, more prudent and with integrity undertake the execution of our duties and utilize the same principles to guide our decision-making in workplaces.

Nonetheless, against the many limitations that we face, I urge you, in as much as it is dependent upon you and to the best of your abilities, to tend to the needs of your countrymen with diligence and great empathy. I also strongly encourage you to serve our country with professionalism, administering well managed processes in a truly coordinated manner, ensuring cost-effectiveness, efficiency and transparency and that you as individuals be held accountable for your actions and performances. Needless to say, I advise you to become the
solution and not the problem, to be facilitators rather than encumbrances.

The theme for this year’s commemoration is “Celebrating the Public Service of Samoa”. Today we may ask ourselves, what is it that calls for us to celebrate, and is it worth celebrating? You individually will have your own opinions though it is my humble belief that the Samoa Public Service has a lot to boast about amongst its peers both worldwide but particularly within the Pacific region. Ours is a uniquely “Samoan” experience. It is an intertwining of both modern day public service ideologies, practises and principles, with the values, ethics and standards instilled with the core tenets of the Samoan culture that are deeply rooted in our families, our people and our country which is of utmost importance ‘Founded on God’. You as public servants provide the solid and firm foundation upon which all the three prongs of Government rely and depend on for their executions and the delivery of services.

Perhaps at times you may feel that your services have been taken for granted, that they go unrecognized and often criticized but overall, it has not dissuaded you from aspiring to be role models, to exemplify that your rendering of services to kin and country is based on Christian ideals and values that you were brought up on by your parents, your families and your Spiritual mentors. That today is without a doubt, a noble cause worthy of recognition and celebration and I thereby wish to express on behalf of the Government and the people of Samoa their congratulations and heartfelt gratitude by simply saying: **FAAMALO I LA OUTOU TAUTUA MATAVELA, LAU TAUTUA LE POPO MA LAU AUAUNAGA LÉ FAALOGOLOGO TIGA!**

In closing, I extend to all the public servants of Samoa, which incidentally includes all of us, former and current, old and young, my own best wishes for all your various achievements – past, present and future, in the numerous endeavours you have and continue to be engaged in.

As public servants, we are just those – ‘servants of the public’, and while we may think that such a calling is demeaning and undignified, I believe that if you have the heart of God, you will find the grace to serve from a Godly perspective and with Godly humility.

It is my great pleasure to declare the 5th Samoa Public Service Day Open.

**SOIFUA!**

The 3\textsuperscript{rd} Human Resource Management Monitoring & Evaluation report put together by the Public Service Commission through its Public Service Performance & Policy Division (PSPP) for FY2014 – 2015 as part of the Monitoring and Evaluation Framework has been completed and is awaiting Cabinet endorsement.

The report is a great planning and human resource management resource for Ministries. The report highlights agency performance on areas such as:

- Employee Statistics per Ministry
- Recruitment and Selection
- Working Conditions and Entitlements, including Managing Cessation of Employment
- Managing Breaches of the Code of Conduct
- Managing Appeals
- Managing Grievances and Induction, Training and Capacity Building

Areas such as Staffing Structures and Classifications together with Staffing Performance Management were not covered due to its absence in the template for information required from the Ministry’s Quarterly Reports.

Request your copy today by emailing the Public Service Performance and Policy Division – psp@psc.gov.ws

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

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