

# **Public Administration Sector Plan 2013/14-2017/18 Second Annual Review**

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## **Public Consultation & Validation Report**

**October 2016**

Public Administration Sector Coordination Division  
Office of the Public Service Commission  
Government of Samoa

## **Introduction**

The Public Administration Sector Plan 2013/14 – 2017/18 is a 5 year framework of action for the public administration sector, based on the National Planning Framework for the Government of Samoa.

The vision for the PASP states that by June 2018, the Sector would have achieved a professional and competent public administration that provides quality and coordinated service delivery in a cost effective, efficient and transparent manner. The Plan has 3 goals focusing on improving the quality of public service delivery, human resource capacities and public sector integrity and culture.

Implementation of the Plan is led by the Office of the Public Service Commission, the Ministry of the Prime Minister and Cabinet, the Ministry for Public Enterprises, the Ministry of Women, Community and Social Development, and the Ministry of Finance.

## **Background**

The Public Administration Sector held its second annual review in October 2016. The review adopted a participatory approach and was undertaken over a 2-week period (non-consecutive). It consisted of a 3 day stocktake to identify where the Sector was in terms of implementation, several online discussions, and a public validation consultation held on 27 October at Hotel Elisa Conference Room attended by close to 70 people from Government, private sector and civil society. It was also a platform to identify challenges and design solutions to address them, to improve the overall performance of the Sector.

The stocktake concluded with a working document noting the status of each activity in the PASP and subsequent proposed. The working document was presented at the public consultation and stakeholders were asked to reassess and validate the proposed changes.

## **Validation**

After having reviewed the proposed changes and stocktake findings, the stakeholders agreed with the majority of recommendations. As a result, the number of activities will be reduced from 29 to 19 once the changes have been incorporated. It is expected that the revisions should be finalized by December 2016.

Some of the approved amendments initially highlighted in the working document include the One-Public Sector-One Vision for Good Governance-One Policy strategy. The activity aims to strengthen the Whole of Government approach (WoG) and address coordination issues within the public sector. It combines 5 activities that were listed separately in the PASP. This includes a review of public sector governance arrangements, review of the policy development capacity in the public sector, review of the Human Resource Management framework for the public service to be applicable to the whole public sector, review and consolidation of Human Resource Development systems under PSC, and the development of a Human Resource Management policy strategy for WoG. A comprehensive implementation plan is expected to take into account the intentions behind the different activities.

Another amendment includes the removal of 3 activities from the PASP due to several reasons identified during the stocktake. This includes a lack of clarity around the strategic aims, and related activities already in the pipeline share the same objectives. One of the activities approved for removal includes the Public Sector Improvement Facility (PSIF) given it has ended and there are no active discussions as to whether there would be another phase.

### **Additional issues and recommendations**

In addition to the proposed changes, the stakeholders raised other issues and recommendations for the Sector to consider.

One of the key issues highlighted was the alignment of different Plans mandated under the Government's National Planning Framework. In particular, the stakeholders noted the need to align the timeframes of the Strategy for the Development of Samoa (SDS), Sector Plans, and agency Corporate Plans. This is to help link the different processes (planning, budgeting and reporting) and ensure they operate on similar timelines. It was raised that the monitoring and evaluation of these Plans have been affected as a result of the different timeframes. For example, the current PASP is expected to end in June 2018, while the SDS finishes in 2016. In consideration of the strategic activities in the SDS that have been integrated in the PASP, the 2 year difference would mean gaps in reporting for the SDS and the budget. The stakeholders called on the Ministry of Finance to reassess the National Planning Framework to align the different Plans in terms of timeframes for easier strategic planning, reporting, monitoring and joint working.

The stakeholders discussed and endorsed the inclusion of a new activity in the PASP under Goal 1, looking at establishing a Complaints Register to be reviewed by the Public Service Commission. The Register is expected to collate information about public complaints in relation to the quality of Government service delivery. It was noted by the representative from the Office of the Ombudsman (OMB) that they had started the groundwork in terms of complaints management in Government through their Practice Statement disseminated to all Government agencies. The Statement, developed in October 2016, is in regards to handling complaints from members of the public against administrative processes and actions by government agencies. The Sector anticipates the OMB taking a leading role in implementing this new activity, to improve the way Government serves its clients.

It was suggested that State Owned Enterprises – Public Trading Bodies including the Electric Power and Samoa Water Authority should be included as part of the Sector given their focus on service delivery with electricity and water. Additionally, SOEs called for assistance with human resource management and requested for PSC to include the Authorities and Corporations in the next round of Workforce Plans. Finally, SOEs highlighted the need to standardize executive level contracts for authorities and corporations with contractual arrangements used to manage senior executives under the jurisdiction of the PSC.

Finally, stakeholders urged the PSC to collaborate with other Sectors to harness capacity building resources to support human resource development programs. Stakeholders were supportive of the strategy to consolidate training related financing under the PSC to deliver HRD programs across the public sector. There were issues raised in relation to trainer capacities to deliver technical training; PSC highlighted that addressing these issues requires working jointly with specific agencies during the design, delivery and evaluation phases. PSC also noted that the Commission had approved the establishment of a Public Sector Institute to consolidate and streamline HRD programs and financing.

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