A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the equality of his actions and the integrity of his intent. — Douglas MacArthur

The Public Administration Sector is pleased to present the 9th Edition of the Public Administration Sector 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 the people of Samoa. It seeks to strengthen the efficiency, effectiveness and transparency of the public administration.

The Division 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 for the remaining half of the year.

Best,
The Public Administration Sector Coordination Team!
FIRST CEO FORUM FOR 2016/17 A SUCCESS

On the 22nd of March 2017, the Office of the Public Service Commission hosted the 1st Public Sector Chief Executive Officers Forum (CEO Forum) for financial year 2016/2017 at Hotel Elisa.

More than 50 participants attended the event. The annual gathering is an opportunity for CEOs to discuss and share best practices to address issues pertinent to the development of the country.

The Prime Minister, during his keynote address, reminded CEOs on the importance of their leadership roles. More importantly, he spoke about the new direction for the Public Service, transforming Samoa’s economy to become a Knowledge Based Economy (KBE).

The Prime Minister reflected on Singapore’s success premised on the development of human resources. He was optimistic that this should also be the pathway for Samoa for the future, with the Public Service Commission taking the lead.

The Hon. Minister of Finance, Sili Sala Epa Tuioti, highlighted Government’s intentions around the proposed Public Sector Reform announced in 2016.

Sili reminded the Forum of the importance of refining and simplifying Government processes to reduce red tape and bureaucratic hurdles to facilitate private sector growth. He also spoke about the need to provide more efficient and effective service delivery to the public through simplified structures and clear information centers that people can go to for assistance.

Ms. Rachel Hunter, an independent facilitator contracted by the Australian Public Service Commission, assisted with discussions based on the Minister’s address, on what the reform agenda should look like. The Forum highlighted the need for more discussions to give CEOs more time to deliberate on the topic and to set the right direction and priorities for the reforms.

Presentations from the Ministry of Women, Community and Social Development and the National SDG Taskforce focusing on the Community and District Development Strategy, as well as the Localisation of the SDGs, followed afterwards.

A copy of the Prime Minister’s Speech is featured on page 9 for more information.

PHASE 3 FOR SPS FUNCTIONAL ANALYSIS TAKES SHAPE

The Office of the Public Service Commission in partnership with the Australian Public Service Commission (APSC) conducted a 1-week ‘work-hack’ focusing on the design of Implementation Plans for the Functional Analysis recommendations approved by Cabinet in October, 2016. More than 60 participants from selected Government Ministries attended the full-day sessions held at the Hotel Millennia from Monday 13th – 17th March, 2017 (the activity specifically targeted Assistant Chief Executive Officers).
The primary focus was to help those directly affected by the functional changes to design feasible plans to be presented to their CEOs at the end of the week. It aimed to equip the participants with the knowledge and tools required for a Machinery of Government change (MoG). The exercise was facilitated by APSC independent consultant Rachel Hunter, and APSC representatives Deborah Meehan and Donna Tait.

The Chairman of the Office of the Public Service Commission, Tuu’u Dr. Ieti Taulealo in his welcoming address thanked the Australian DFAT and the APSC for their assistance. The Chairman noted the importance of the activity as a step towards completing the FA work, since its inception in 2013.

The exercise was structured to allow for presentations from a range of experienced presenters from the PSC and the Ministry of Finance, as well as practical sessions for each group to design their Plans. The presentations covered different areas key to a MoG change including organizational structures and the human resources management framework, corporate functions, records management, ICT, asset management, as well as the financial implications of the FA recommendations.

The work-hack concluded with presentations of implementation plans by the Assistant Chief Executive Officers to the invited CEO’s for their input and approval.

It is expected that the Public Service Commission in collaboration with the Ministry of Finance and Heads of all relevant Government agencies, upon approval from Cabinet, will begin implementing the MoG changes according to the timeframes noted in the SPS FA Report.

Recap:
Recommendations of the Functional Analysis Report as approved by Cabinet consisted of three main components;

I. Transferal of Functions between Ministries
   - Border Management / Passenger Processing under Ministry of the Prime Minister & Cabinet to the Customs Division of the Ministry for Revenue.
   - Recognized Seasonal Employer Scheme under MPMC to be transferred to the Ministry of Commerce Industry & Labor.
   - Issuance of Business Licenses that is currently under the Ministry for Revenue to MCIL
   - Scholarships and Training Opportunities including STSC Secretariat that is currently under the Ministry of Foreign Affairs & Trade to be transferred to the Office of the Public Service Commission.
   - Training allocations under all donor funded Projects with Government Ministries (e.g. Ministry of Natural Resource and Environment, Ministry of Agriculture and Fisheries, Ministry of Women Community and Social Development and the Ministry of Health) to be transfer to Office of the Public Service Commission.
   - Sports Serviced Functions currently under MESC to be transferred and merged with Samoa Sports Facility Authority and be rebranded as Samoa Sports Authority

II. Establishment of New Ministries
   - Ministry of Climate Change and Resilience
   - Ministry of Culture and Heritage
   - Ministry of Immigration and Registration

III. Privatization / Corporatization of Selected Services Currently Provided by Government
   - Waste Management Services under MNRE
   - Government Printing Services under MWCS
The Public Service Commission conducted its second round of combined Monitoring and Evaluation visits for the financial year 2016/2017 from 16th January to the 3rd February 2017.

The Public Administration Sector Coordination Division (PASCD) monitored the development of Service Charters and Complaints Management Processes, as a result of the 2nd PASP annual review in 2016. The review highlighted the need for the PSC to focus on addressing service delivery issues raised by the public from time to time. The integration of gender and vulnerable groups in policy development processes was also covered as part of the M&E exercise.

The exercise led to the enforcement of FK00 (25) on the development of Service Charters. The Commission issued a CM to give effect to the FK and urged Ministries to include a Complaints Management Process therein to handle service delivery-related issues raised by the public from time to time. The integration of gender and vulnerable groups in policy development processes was also covered as part of the M&E exercise.

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A full report of the M&E Exercise 2017 will be available next month and the link will also be made known in the next edition of our PASC newsletter.

The Revised Recruitment and Selection Handbook 2016 has been approved. This is part of the Public Service Commission’s efforts to ensure the right people with the right capabilities are selected to deliver on Government priorities to the people of Samoa.

The primary role of the Commission in the Recruitment and Selection process (R&S) is to ensure that appointments are based on merit.

The handbook, which is based on fundamental principles of merit and procedural fairness, is a culmination of the review conducted in 2015 by an independent consultant tasked to reassess the process that was in place. Consultations with the HRC coordinators were carried out on the draft Handbook after vetting by Cabinet and the Office of the Public Service Commission.

The revised handbook is a combination of the policies and legislations that underpin the R&S process; as well the inclusion of the process so that it is more user friendly by anyone who wants to understand how Senior Executives are recruited. It
5

is derived from the Recruitment and Selection Manual 2014 which sets out the standards, internal procedures and good practice carried out by the Office of the PSC. The handbook was approved by Cabinet through its FK (16) 40 on the 2nd November 2016.

In the realm of human resources, R&S is a critical part that can have a real impact on the effectiveness and efficiency of the Samoa Public Service (SPS). Therefore, the handbook provides clarity between the policy and process for R&S of all Chief Executive Officers (CEOs) and Contract Employees (ACEO, Principals and Vice Principals, Consultants and Managers) in the SPS.

Furthermore, the Handbook includes Guidelines to assist those involved in the process such as:

1. The Independent Panel Member (IPM Guideline) to set out the roles and selection of independent members from the Private Sector to be part of the Selection Panel;
2. Conflict of Interest Guideline to assist in identifying what a conflict of interest situation is, and sets out the management of such situations whereby a conflict of interest arises amongst those involved in making decisions on appointment;
3. Managing Information Guideline to set out best practice in the management of access, use and disclosure of all recruitment related information;
4. Role of the Chair to set out the responsibility of the Chairperson in conducting the short listing and interview processes.

The final Handbook is available upon request whilst complimentary copies will be sent out to CEOs. The administration and implementation of the R&S of CEOs and Contract Employees in the SPS is currently managed by the Senior Executive Services Division of the Public Service Commission.

STRENGTHENING THE RESPONSIVENESS OF CENTRAL AGENCIES A HIGHLIGHT OF HUMAN RESOURCE COORDINATORS FORUM

The 3rd Human Resource Coordinators (HRC) Forum for Financial Year 2016/17 was held on Thursday 30th March 2017. A total of 16 Human Resource Coordinators and 15 observers attended the Forum. The final HRC Forum for this financial year is scheduled for June 2017.

The Forum noted the need to strengthen the responsiveness of Central Agencies to Ministry requests, particularly in Human Resources Management areas. It called for improved collaboration between the PSC and Ministries to ensure consistency of advice and effective implementation of HR processes and systems in place.

The round table discussions highlighted the need for more awareness on the importance of the Performance Appraisal System, as well as the new Working Conditions and Entitlements Manual. Some HRC members, such as the Samoa Law Reform Commission, shared best practices to improve capacity and skills of the organization as a whole. The Forum serves as a networking opportunity also for Ministries with central agencies such as PSC.

REVIEW OF THE PUBLIC SERVICE ACT 2004 IN PROGRESS

The Public Service Act 2004 is currently under review. The Commission had engaged a local legislative drafting consultant, Teleiai Dr. Lalotoa Mulitalo, to carry out the review and amendment of the Public Service Act 2004; the Act was last amended in 2009.

The objective is to consolidate a coherent legal framework for human resource management for the SPS. In addition, it is anticipated that policy
decisions in respect of working conditions, management and administration of employees in the SPS, would be incorporated in a revised/amended Act.

The Amendment Bill is currently in its draft stage and is expected to be consulted on by the Commission’s stakeholders on 5, 6, 7 April 2017.

In addition, the PSC presented at the Pre-Sitting briefing for Members of Parliament held on 6 March, 2017 at Tuanaimato. The Public Service Amendment Bill 2017 was introduced and explained to Members of Parliament. The Bill amends the principal legislation i.e., Public Service Act 2004 and incorporates a new provision governing the appointment of Assistant Chief Executive Officers in the SPS. The draft Public Service Amendment Bill 2017 is currently before Parliament and is scheduled to go through its 3rd reading.

An update on this amendment Bill will be provided in the next edition of our newsletter.

PUBLIC SERVICE COMMISSION ROLLS OUT ONLINE GOVERNMENT SERVICE DELIVERY SURVEY 2017

In line with the Public Administration Sector Plan’s vision of having “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” the online Government Service Delivery Survey 2017 has been rolled out. This was formerly known as the Client Satisfaction Survey.

The Survey was opened on the 1st March, 2017 and is scheduled to close on 12 April 2017. The survey aims to identify problematic areas in terms of service delivery standards of Government agencies. It is anticipated that the survey results will be compared against the results of the Client Satisfaction Survey which took place in 2014. The assessment will from part of a Comparative Report for Cabinet on the overall quality of service delivery and improvements required to improve the client’s experience.

An online link for the Survey has been made available for/to all [http://esurveys.psc.gov.ws:1101/survey.aspx/GSDSv2]. Government agencies have been asked to upload the link on their websites for easier access. They have been encouraged to utilize this opportunity to assess the services they provide to the public, plus the way the services have been and are currently delivered.

Weekly follow ups and reminders have been consistent. Posters have also been distributed to increase awareness and to encourage participation from public servants as well as members of the public.

The survey is available in both English and Samoan and electronic and hard copies are readily available if required and can be obtained from the PASCD of the office of the PSC or by emailing pasc@psc.gov.ws

GOVERNMENT MINISTRIES RECEIVES REFRESHER TRAINING FOR THE PEOPLE ONE SYSTEM

The PSC carried out a refresher training for the “People One System” from the 20th – 27th February and remaining Ministries on the 27th March, 2017. The training was conducted by the Human Resource Management Information System Division and targeted the key users of the system, comprised of corporate service personnel and human resource coordinators.

The purpose was to refresh the knowledge and understanding of key users and also reinforce the use of the system in updating personal details of all employees in their respective ministries in areas such as employee type and classification. In addition, users were reminded to update leave postings for all employees in their ministries from time to time.

The People One System is a pivotal area whereby data integrity assessment is monitored and entered
to ensure employee details for all Ministries under the jurisdiction of the Public Service Commission are accurate and updated. Three key areas highlighted in the training included “Employee Maintenance”, “Leave Postings” and “Reporting of Employee Data”.

Participants were also encouraged to ensure the timely and up to date reporting of employee data in terms of total numbers, gender classification and the number of resigned or terminated staff. This assists with the Ministry Quarterly Reports that are compiled and issued by the Public Service Performance and Policy Division of the PSC.

It is projected in the near future, that the People One System will undergo a Monitoring and Evaluation Assessment for all Ministries. The objective of the M&E assessment is to strengthen and maintain the integrity of the data/information and to recognize those ministries who are putting in significant effort in accomplishing this goal. It is therefore anticipated that Ministries committed to the use of the system will be acknowledged and given an award during the commemoration ceremony of the Samoa Public Service Day held every 2 years.

Should your Ministry need refresher training on the People One System, please do not hesitate to contact the HRMIS Division on email hrmis@psc.gov.ws

JOBS CLASSIFICATION SYSTEM REVIEW IN THE PIPELINE

The review of the Job Classification System (JCS) is in the pipeline and will begin before the end of 2017. Job Evaluation is fundamental in determining the classification levels or salary value of Samoa Public Service jobs.

The existing Samoa Public Service Job Classification System (JCS) was developed in March 2002 as part of the reforms for human resource practices to address anomalies and inconsistencies in classification levels. Like any HRM system, job evaluation should be carried out through a formal system of assessment that promotes fair remuneration as a principle of employment under the Public Service Act 2004. The method of job classification as the basis of assessment is limited to five factors of Skills & Knowledge, Level of Contribution, Degree of Responsibility, Complexity & Thinking and Public Relations & Communication.

At present, it is outdated and in keeping up to date with modern day factors of job assessment, a review of the existing system is in the process of negotiations with the intention of developing guiding policies on remuneration, a single, unified method of job evaluation, and ultimately an integrated job classification approach at valuing jobs across the Samoa Public Sector.

More information will be made available with the progress of this work activity so watch this space.

NOMINATIONS TO THE SAMOA PUBLIC SERVICE INNOVATION AND EXCELLENCE AWARDS 2017 OPENS

The Public Service Commission is pleased to invite nominations for the 2017 Samoa Public Service Innovation and Excellence Awards for individuals and teams.

These awards will be presented to successful nominees during the 2017 Public Service Day celebrations on the tentative date of Friday the 29th of September 2017.

Nominations are open to all employees and teams within Government Ministries, Offices and Public Bodies for all the Individual and Team categories. The four new Team Awards Categories are as follows:

1. The first two Categories are called the Chairman of the Public Service Commission Award for Customer Service Delivery Assessment for Telephone Spots Checks (Category 8a) and Front Desk Spots Checks (Category 8b). These awards will only apply to the 18 Ministries and Offices under the PSC jurisdiction and will be awarded to the top Ministry/Office who has performed outstanding results in the previous two years of our annual spot checks.

2. The last two Categories called the Most Effective Collaborative Partnership with a Private Sector Organization (Category 9a) and Most Effective Collaborative
**Partnership with a Non-Governmental Organization** (Category 9b) have been introduced to allow any Government Agency (Ministry, Office, SOE) to nominate a Private Sector and/or NGO Organization to whom they collaboratively work together to achieve their Government Agencies core business and Government Priorities.

The following are the award categories for the PS Innovation and Excellence Awards Ceremony:

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<th>Individual Awards Categories</th>
<th>Team Awards Categories</th>
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<tr>
<td>1. Public Awareness Initiative</td>
<td>1. Public Awareness Initiative</td>
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<td>2. Community Participation Initiative</td>
<td>2. Community Participation Initiative</td>
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<tr>
<td>4. Environmental Friendly/Sustainable Development Initiative</td>
<td>4. Use of Technology/Information Management Systems Initiative</td>
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<tr>
<td>5. Customer Service/service Delivery Initiative</td>
<td>5. Environmental Friendly/Sustainable Development Initiative</td>
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Nominations will close by **Monday the 26th of June 2017**

Feel free to contact Ms. Marei Faimanu-Tufuga or Ms. Beverly Smith of the PSPP Division of our Office if further information and clarification is required on email psp@psc.gov.ws or on the telephone 22123.
LAUGA AUTU FOFOGAINA E LE AFIOGA I LE ALII PALEMIA

AFIOGA TUILAEPÄ SAILELE MALIELEGAI

FONOTAGA A FAAULUULUGA O MATAGALUEGA MA FAALAPOTOPOTOGA A LE MALÔ

POTU FONU AUTU, HOTEL ELISA, SOGI

22 MATI 2017

I le ava tele ou te tula’i atu ai i lenei taeao toto’a ma le manino, e faafeiloa’i aloaia lo outou paia ma le mamalu ua mafai ona auai mai i le Fonotaga Muamua mo lenei tauasaga faaletupe 2016/2017, mo Faauluuluga o Matagaluega ma Faalapotopotoga a le Malô.

O se tasi nei o galuega taula o lo’o faatinio e le Ofisa o le Komisi o Galuega, e afua mai i le Fuafuaga mo Pulega ma Ta’iala o Auaunaga a le Malô 2013/14 – 2017/18. Ua 13 nei tauasaga o faatinio lenei polokalame ma le fa’amoemoemoe ia talanoaina ma soalaupule ni isi ona mataupu e faatupula’iai ai le tamaoaiga o Samoa. O avanoa foi faapenei e fa’amalôsia ai le tula’i mai o Faauluuluga o Matagaluega ma Ofisa a le Malô i le fa’atinino o a latou tiute tau’ave ina ia sì-itia le tamaoaiga o le atunu’u ma le fa’aleleia o auaunaga o lo’o tu’uina atu mo le mamalu lautele.

O le aso ma lona fa’amoemoemoe, o lo’o ave le fa’amamafa i le toe iloiloina o le faautulagaina o Matagaluega ma Faalapotopotoga a le Malô, ma a latou matafai i le tiute tauave (Public Sector Reforms). Se taimi afo mai le Afiogi i le Minisita o Tupe e au’i’iliili ni isi o vaega ua ma’e faaufuainia mo lea fa’amoemoemoe. A fa’atitonga, te talitonu ua outou nofo malamalama ia le fa’atitonga ia nei iloiloina, e tusa ai foi ma le galuega te ne feagai ma le Malô i le 2003. O ni isi o suiga e aofia ai le fa’a’itiitia o le faa’atitonga, le tagata i le fa’aafaiga’i taea 2016/2017, a le Mafai ma le Faauluuluga o Matagaluega, o tagata na le fa’aafaiga’i taea 2016/2017, ma le tu’ufaataasia o lo’o faa’atitonga, na le faa’atitonga o le Mafai ma na le Faauluuluga o Matagaluega.

Sa ou asia le atunu o Sigapoa a se tasi nei ona saou te fonotaga Io masina o Fepua e na maitauina ai lei maoa’e e le fa’atoramai i le faautulagaina o le Mafai ma Faauluuluga o Matagaluega ma Faalapotopotoga a le Malô, ma a latou matafai i le tiute tauave, e fa’atitonga, e le moometa faa’atitonga.

Saou aosa le atunuo o Sigapoa e se tasi nei ona saou te fonotaga i le atuna’i o le Tui Samoa submarine cable pe’a ma’e fa’atitonga o le atuna’i o le ma’a o le Mafai ma le Faauluuluga o Matagaluega, e le moometa faa’atitonga o te atuna’i le Mafai ma le Faauluuluga o Matagaluega, e le moometa faa’atitonga o le atuna’i o le Mafai ma le Faauluuluga o Matagaluega.

Mo se fa’ata’ita’iga, se’i va’a va’a ar ai pe’o le a se tulaga fai tautu’i le faa’atitonga ai le auina atu o faasiga i fafo; se’i taga’i aie le Matagaluega o Siofu Malōloina ma le Matagaluega o Fesootaiga, Faamatalaga ma Feso’otaiga Vavave Fa’anceinapo i se aualaga e fa’aogaina ai le tautu’i Tui Samoa submarine cable pe’a ma’e mo le fa’atitonga o ni isi auaunaga fa’a-le-soifu Malōloina ia feseasoani ai i le Malô ma ana tupe fai’alua mo togafitiga i Niu Sila.

Mo outouta le o e aua ana o Siofu malōloina ma le Malo, e ma’omia’i e le Malo ni ta’ita’i mataula; e le moamia ni ta’ita’i momoe. E manotu aie le faamalōsia o Peresitene Keneti (Kennedy), ia aua nei’e e fesi ni anu’o lea se mea le lo’u atunu’u e fa’a mo oe, a ia e fesi ni fofa’o lea sou sae e fa’a mo lo’u atunu’u. Ia manuia tele le outou fonotaga i le lenei aoua.

Soifu ma ia manuia.
Did you know that the Online Government Service Delivery Survey 2017 is now open? Have you taken the Survey yet? If not, the link is provided below for you to made known what you think of the quality of the Public Service Delivery the Government Agencies are offering to you members of the public.


Remaining Training Calendar FY 2016/2017 (April – June 2017)


Don’t forget your nominations for the Samoa Public Service Innovation and Excellence Awards 2017. Nominations closes on Monday 26th June, 2017. Download the form using the link below:


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

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