

# Public Administration Sector Newsletter

EDITION 10: June 2017

*"Unity is strength... when there is team work and collaboration, wonderful things can be achieved." -  
Mattie Stepanek*

## A word from the Sector Coordination Division

The Public Administration Sector is pleased to present the 10th 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 that provides 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!**

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## Samoa Public Service Innovations & Excellence Awards 2017

### Individual Category:

- Public Awareness Initiative
- Community Participation Initiative
- Organizational Development and Capacity Building Initiative
- Environmental Friendly/Sustainable Development Initiative
- Customer Service/Service Delivery Initiative
- Inspirational Leadership
- Recognition of Long Service
- People's Choice Award

### Team Category:

- Public Awareness Initiative
- Community Participation Initiative
- Organizational Development and Capacity Building Initiative
- Use of Technology/Information management Systems Initiative
- Environmental Friendly/Sustainable Development Initiative
- Customer Service/Service Delivery Initiative
- People's Choice Award
- Customer Service Delivery: Telephone
- Customer Service Delivery: Front Desk
- Most Effective Collaborated Partnership with a Private

## **ORGANIZATION PERFORMANCE ASSESSMENT AND IMPROVEMENT TOOL (OPAIT)**

OPAIT is a uniform Monitoring and Evaluation assessment tool that will be used to examine and assess the overall performance of government agencies. Its development is in line with the previous SDS (2012 – 2016) and the current PASP (2013/14 – 2017/18). It will be used to determine the effectiveness and efficiency of government organizations in terms of delivering Government programs, projects and services to the people of Samoa. In addition it is intended to drive improvement in Ministries' Organizational performance as a whole, to ensure that they are delivering on their strategic goals and that they have the required organizational management and capability to do so, both at present and in the future.



As set out in Goal 1, Strategy 1.3 of the PASP 2013/14 – 2017/18 to 'Improve the Quality of Public Service Delivery' through strengthening Whole of Government performance monitoring systems, the OPAIT will ultimately contribute to the achievement of a high performing Samoa Public Service (SPS). The tool will assist government bodies to meet or even exceed the demands and expectations of the public. It will also assist CEO's with achieving and fulfilling their responsibilities under the Public Service Act 2004, to effectively and efficiently manage their respective Ministries.



The OPAIT Policy Paper is being finalized for the Commission's approval, before it is submitted to Cabinet for their endorsement.

Once endorsed by Cabinet, OPAIT will be trialled during a pilot phase consisting of one Central Agency and one line Ministry. This phase will provide an opportunity to further improve the Framework by validating or applying changes where necessary on the various components, sub-components and elements of OPAIT. Once the pilot phase is complete and the framework is finalized, it will be rolled out for implementation to all Government Ministries.

## **SAMOA'S NATIONAL SECURITY POLICY**

One of the main items on the agenda at the recent Central Agencies Committee (CAC) meeting, held on the 13<sup>th</sup> June 2017 was the National Security Policy for Samoa. Led by the Ministry of the Prime Minister and Cabinet, an information paper was presented to the Committee for discussion.



The research and information paper outlined key findings on National Security Policies that are currently being implemented by neighboring countries such as New Zealand, Australia and Papua New Guinea. In addition it also provided an overview of existing national security measures in Samoa, as well as key Government agencies responsible for administering these measures.

In brief the discussion paper concluded that a National Security Policy for Samoa is very much relevant and is recommended. As highlighted in the findings of the research and information paper, current national security functions are somewhat scattered across the various sectors of Government. In light of this,

a National Security Policy will help organize and consolidate a more coordinated approach, by bringing together all relevant agencies and their national security roles under one overarching policy. This is intended to significantly strengthen Samoa's security measures at the national level, to ensure Samoa is effectively protected and secured, from both external and internal threats.



**RETURNEES AND DEPORTEES A GROWING CONCERN**

As noted by the Ministry of the Prime Minister and Cabinet through its Transnational Crime Unit (TCU) and Immigration division, the trend of returnees to Samoa has been increasing steadily over the recent years. Many of these returnees were deported from the country in which they were residing, due to criminal offending.



In the absence of a legal or policy framework for returnees, current efforts in terms of managing and monitoring returnees are very limited. It further restricts both the availability and accessibility of vital information regarding the circumstances of each returnee (i.e. type or seriousness of offence, criminal history, mental or psychological welfare, alcohol and drug history etc) that could determine if an individual is a high risk to society or not.

In addition most returnees have lived overseas for either prolonged periods or for their entire lives and have become disconnected from their

Samoa families and the Samoan culture, hence it is difficult for them to adapt and re-integrate into society.

The returnees' policy will look at developing effective measures to manage these issues and more importantly, to ensure that any potential risk or threat to the safety and security of the Samoan public from returnees, is minimized or prevented.

This policy paper has been submitted for Cabinet's consideration and is awaiting their final endorsement.

**STRENGTHENING PERFORMANCE AND RESULTS BASED APPROACH FOR CONTRACT EMPLOYEES**

The Term Policy culminates the work invested into research and analysis regarding the review of the contract term for Senior Executives (SEs), from three (3) years to mutual renewal for an additional three (3) years, based on past performance and results achieved.

The rationale behind the development of the Term Paper was to further Cabinet's vision to strengthen the performance of senior executives. This led to the contracting of SE positions for a 3 year term, in the early 1990's. The underlying thought behind the transition was so that SEs (CEO's in 1990 and eventually ACEO's in 1992) would be more accountable for the work they produced, in other words, for incumbents to be results driven.



However, as highlighted during the R&S review, it was questioned whether the contract term of three (3) years provided sufficient enough time for SEs to fully realize and achieve their performance targets. On the other hand, an extension of the contract term to a period of more than 3 years could risk resulting in lax performance. How then can SEs performance be allowed sufficient time to complete noted

targets, without risking SEs becoming negligent?



Research on other jurisdictions (Australia, New Zealand etc.) found that many organizations throughout the region and the world practiced re-appointment based on good performance. This principle is adopted accordingly throughout the Term Paper, whereby significant emphasis is placed on the re-enforcement and strengthening of the Performance Management System. The monitoring and assessment of performance will ultimately determine whether the Office of the PSC renews the contract through a mutual agreement or to proceed with the usual recruitment and selection process.

**Target achieved**



The Term Policy Paper was approved by Cabinet as per Cabinet Directive FK (17) 13 on the 12<sup>th</sup> April 2017. The details of the Cabinet Decision were circulated to all Government Ministries and Corporations, Office of the Attorney General, Audit Office and the Office of the Legislative Assembly through a PSC Circular Memorandum 2017/22 dated 9<sup>th</sup> May 2017.

### **IMPROVING THE REPATRIATION OF DECEASED BODIES AND HUMAN REMAINS PROCESS**

A ‘*Repatriation of deceased bodies, Human Bones and Remains into Samoa Policy*’ was developed by the Ministry of the Prime Minister and Cabinet (MPMC), in collaboration with the Ministry of Health (MOH), Ministry of Foreign Affairs and Trade (MFAT), Ministry of Agriculture and Fisheries (MAF) and the Ministry for Revenue (MfR). Its main objective

is to strengthen the coordination between key government agencies that are involved with the repatriation of deceased bodies to Samoa. It is intended to consolidate the relevant processes and procedures as well as the requirements as administered and set out by each relevant Ministry regarding the following;

1. The repatriation to Samoa of deceased human bodies;
2. The repatriation to Samoa of human bones;
3. The repatriation to Samoa of cremated human ashes;

In addition this policy initiated a mandatory fee of \$100 (payable in currency of whatever country the family is requesting from and may wish to make the payment) as a result of the extensive hours and work done by respective government agencies to accommodate for the repatriation process.

The policy was endorsed by Cabinet as per FK 16(36) and is currently administered by the MPMC (Immigration) in collaboration with the MOH, MFAT, MAF (Quarantine) and MfR (Customs).

### **PUBLIC PRIVATE PARTNERSHIP HANDBOOK DEVELOPED**

The Ministry of Public Enterprise has developed a Public Private Partnership Handbook. It is a simplified and more user-friendly version of the Framework for the planning and implementation of the Public Private Partnerships in Samoa, which was approved by Cabinet in its FK (14) 30 on the 7<sup>th</sup> August 2014.

This framework consists of a guideline on planning and implementing cost effective and efficient partnership arrangements between the Government (Ministry, SOE or Department) and a private partner.

In contrast with the traditional methods of public procurement, the PPP takes into consideration all or most of the risks of the partnership arrangement such as design, construction, finance, maintenance and operation. These risks which are normally born by Government under the traditional public procurement method, is transferred to be managed by the private partner cost effectively

and in an agreement that is typically long term (i.e. 15 – 40 years or more).

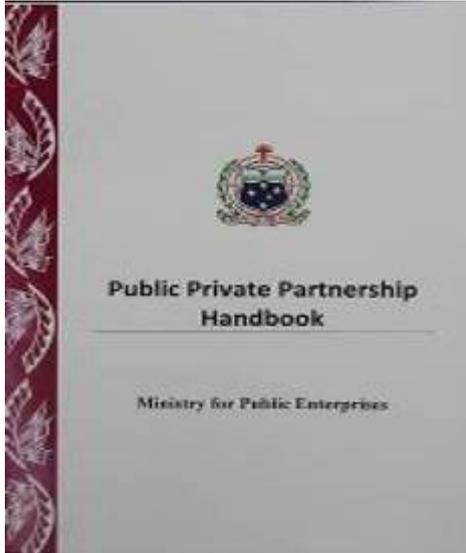


Figure 1: Public Private Partnership Handbook

This handbook is intended to strengthen not only existing but also future arrangements between the Government and the Private Sector, enhance private sector developments and improve public service delivery in accordance with the objectives of the previous Strategy for the Development of Samoa (SDS 2014 - 2016) and the Public Administration Sector Plan 2013/2014 – 2017/2018. It is also part of ongoing Government reforms to strengthen State Owned Enterprises performance as required by the Public Bodies (Performance and Accountability) Act 2001.

**CABINET POLICIES DOCUMENT 2017**



MPMC has compiled a Cabinet Policy Document which consolidates all Cabinet Administrative Policies for the purpose of avoiding duplication and for ease of reference across Ministries and

Corporations. These Policies includes Official Travels, Overseas Treatment, and Government Vehicle Usage etc.

This consolidated Policy Document has been submitted to Cabinet for their consideration and endorsement. Once approved, it is expected to be distributed to all Government Agencies for their information.

**CHANGES TO CABINET SUBMISSION PROCESS**

Cabinet Decision FK (16) 36 finalized its amendments to matters referred to Cabinet for discussion. This included their changes to procedural guidelines implemented by various agencies. One of the key changes was matters relating to overseas personal leave for Senior Executives whether it is sick or annual leave. Changes were made accordingly:

- (1) All personal Overseas Leave under Clause 16 - All other overseas travel on personal matters must be supported by the responsible Chief Executive Officer and endorsed by the Commission for Cabinet approval – amended for Commission to make decisions on behalf of government. This means that Cabinet will not be discussing and endorsing such;
- (2) CEOs personal leave will be sanctioned by the Minister. The request will then be submitted to the Commission for their assessment and endorsement;
- (3) For ACEO level and others (Managers / Consultants, PORs, SROs etc), personal leave is sanctioned by the CEO of the Ministry. The request is then submitted for Commission for their assessment and endorsement;
- (4) The Ministry is to ensure that all supporting documents are submitted with the request;
  - Approved Leave Form
  - Updated Leave Record
  - Email / Address for the Senior Executive during absence
  - Proposal of Acting Appointment (if required)

Please refer to Figure 2 for flow chart of new process for Senior Executives overseas leaves.

**OVERSEAS LEAVES FOR CEO/ACEO/POR**

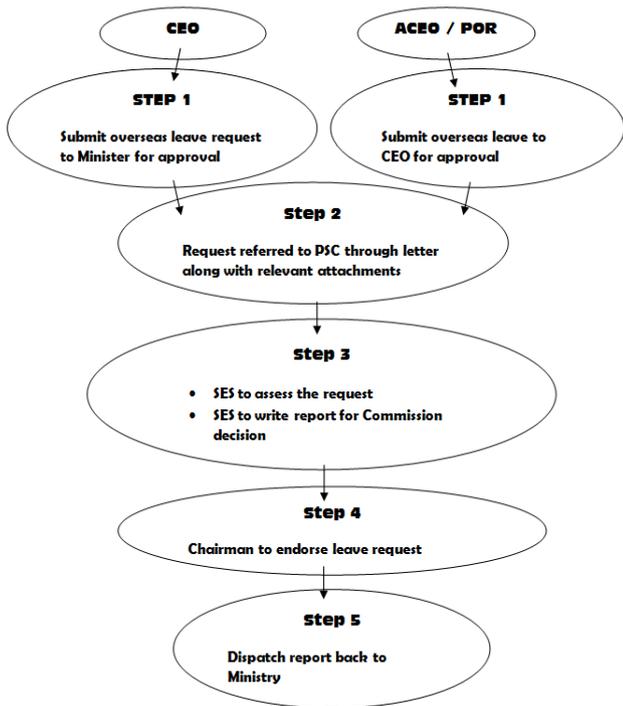


Figure 2: New process for approving overseas leaves for CEO/ACEO/POR flowchart

- Don't forget your nominations for the Samoa Public Service Innovation and Excellence Awards 2017. Nominations closes on Monday 7<sup>th</sup> July, 2017. Download the form using the link below:

<http://internal.psc.gov.ws:1101/survey.aspx/spsc-awards-2017>

<b>INDIVIDUAL AWARDS CATEGORIES</b>	<b>TEAM AWARDS CATEGORIES</b>
<b>1. Public Awareness Initiative</b>	<b>1. Public Awareness Initiative</b>
<b>2. Community Participation Initiative</b>	<b>2. Community Participation Initiative</b>
<b>3. Organizational Development and Capacity Building Initiative</b>	<b>3. Organizational Development and Capacity Building Initiative</b>
<b>4. Environmental Friendly/Sustainable Development Initiative</b>	<b>4. Use of Technology/Information Management Systems Initiative</b>
<b>5. Customer Service/service Delivery Initiative</b>	<b>5. Environmental Friendly/Sustainable Development Initiative</b>
<b>6. Inspirational Leadership</b>	<b>6. Customer Service/Service Delivery Initiative</b>
<b>7. Recognition of Long Service</b>	<b>7. People's Choice award</b>
<b>8. People's Choice Award</b>	<b>8a. Customer Service Delivery Assessment: Telephone</b>
	<b>8b. Customer Service Delivery Assessment: Front Desk Spot Checks</b>
	<b>9a. Most Effective Collaborative Partnership with a Private Sector Organization</b>
	<b>9b. Most Effective Collaborative Partnership with a Non-Governmental Organization</b>

- Human Resource Development Digest Issue 004 (January – June 2017):

[http://www.psc.gov.ws/wp-content/uploads/2017/07/HRD-DIGEST\\_4th-Edition2.pdf](http://www.psc.gov.ws/wp-content/uploads/2017/07/HRD-DIGEST_4th-Edition2.pdf)

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

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