A word from the Sector Coordination Division

The Public Administration Sector is pleased to present the 11th 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!

Public Servants reminded as ‘servants of the public’ to serve with humility...read more on page 2

Reinstating and Recruitment of School Support Advisors...read more on page 4

Performance Management Guidelines for Positions of Responsibilities developed for Principals & Vice Principals...read more on page 5

Capacity Building Workshops for Public Servants Continues...read more on page 5

Monitoring and Evaluation exercise Completed...read more on page 6

Merit Policy to Strengthen the Recruitment & Selection process approved by Cabinet...read more on page 7

Managing of Appeals Transferred to Legal & Investigations Service Division...read more on page 7

Cabinet to Approve the Appointment of Assistant Chief Executive Officers ...read more on page 9

Annual Review for the Public Administration Sector to take place on the 25th October, 2017 ...read more on page 9

Happy 6th Public Service Day to all Public Servants in Samoa

The Public Administration Sector would like to congratulate and extend its best wishes to the Samoa Public Service on its 6th anniversary this year!

Congratulations on another successful year of service. Your daily effort and hard work keeps our Government functioning and helps create an environment that allows individuals and companies to thrive and make our nation remarkable.

You are to be celebrated because you have persevered!

The Sector wishes each and every public servant an unwavering and continuous success in carrying out the significant work and duties of your positions!

FA’AMĀLO I LA OUTFILIGĀ MA LE LĒ FA’ALOGOLOGO TIGĀ.
PUBLIC SERVANTS REMINDED AS ‘SERVANTS OF THE PUBLIC’ TO SERVE WITH HUMILITY

The Government and the whole of Samoa once again paid tribute to the hard work and commitment of its public servants on 29 September 2017. This year marked 6 years since the inception of the Public Service Day. The annual celebration is an opportunity to appreciate the contribution of all public servants to the development of Samoa and the achievement of Government priorities in their respective areas of employment.

The Honourable Prime Minister and also the Minister for the Public Service Commission Tuilaepa Dr. Sailele Malielegaoi delivered the keynote address. Tuilaepa reminded and encouraged the public servants to serve the country with professionalism, in a truly coordinated manner and ensuring that all public servants are held accountable for their actions. He also reminded that all public servants must strive to become the solution and not the problem, to be facilitators rather than encumbrances. Said Tuilaepa, “perhaps at times you may feel that your services have been taken for granted, that they go unrecognized and often criticized. As public servants, we are just those – ‘servants of the public’, and while we may think that such a calling is deeming, 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.”

This year was also the third Public Service and Innovation and Excellence Awards (PSIEA) ceremony, held every two years. The 2017 PSIEA was the fourth of its kind recognizing high performing Public Service employees contributing towards a high performing Public Service.

The PSIEA recipients were awarded for being innovative and for demonstrating high levels of excellence in carrying out their responsibilities, in addressing the challenges encountered in planning for the future and in meeting the needs of our citizens. The PSIEA recognizes individuals and teams and the contributions that they have made to Government programs and services, as well as meeting the needs of the citizenry.

Nominations for the PSIEA were invited from the public at large from March to July 2017. There were a total of 8 Individual award categories and 11 Team award categories.

The PSIEA categories and award recipients were as follows:

Individual Award Categories and Recipients
1. Public Awareness Initiative
   Co-Recipients: Folole Alapati and Katie Pogi of the Meteorology Division; Ministry of Natural Resources and Environment (MNRE)

2. Community Participation Initiative
   Recipient: Leuluaialiotumua Faagutu Samuelu, ACEO Corrections Enforcement & Maintenance Division; Ministry of Justice and Courts Administration (MICA)

3. Organisational Development and Capacity Building Initiative
   Recipient: Leota Alieielua Salani, ACEO Finance Statistics Division; Samoa Bureau of Statistics

4. Environmental Friendly and Sustainable Development Initiatives
   *No nominations received for this category

5. Customer Service/Service Delivery Initiative
   *One nomination received for this category, however did not meet requirements
6. Inspirational Leadership
Recipient: Fuiavailili Egon Lincoln Keil, Police Commissioner; Ministry of Police

7. Recognition of Long Service
Recipient: Marie Margaret Ripley, Second Secretary to the Minister of Ministry of Natural Resources and Environment

8. People’s Choice
Recipient: Leuluaialiotumua Faagutu Samuelu, ACEO Corrections Enforcement & Maintenance Division; Ministry of Justice and Courts Administration (MJCA)

Team Award Categories and Recipients

1. Public Awareness Initiative
Recipient: Firearms Amnesty Team, Ministry of Police

2. Community Participation Initiative
Recipient: PEN Fa’aSamoa Team, Ministry of Health

3. Organisational Development and Capacity Building Initiative
Recipient: Meteorology Division Management Team, Ministry of Natural Resources and Environment

4. Use of Technology/Information Management Systems Initiative
Recipient: Digitisation Project for Land and Titles Court Records, Ministry of Justice and Courts Administration

5. Environmental Friendly/Sustainable Development Initiative
Recipient: Shipping and Marketing Team, Samoa Shipping Services

6. Customer Service/Service Delivery Initiative
Recipient: Births, Deaths and Marriages Division, Samoa Bureau of Statistics

7. People’s Choice
Recipient: Probation and Paroles Services, Ministry of Justice and Courts Administration

8. Chairman of the Public Service Commission’s Award for Service Delivery Assessment: Telephone Spot Checks
Recipient: Ministry of Agriculture and Fisheries

b. Chairman of the Public Service Commission’s Award for Service Delivery Assessment: Front Desk Spot Checks
Recipient: Ministry for Works, Transport and Infrastructure

9. 

a. Most Effective Collaborative Partnership with a Private Sector Organization
Recipient: One Scrap Metals

b. Most Effective Collaborative Partnership with a Non-Governmental Organization
Recipient: Samoa Victim Support Group

In addition, the Office of the Public Service Commission also acknowledged and recognised the long service and contribution of employees who have served the Government of Samoa continuously over a number of years. The appreciation awards for recognition of service is a new initiative and the Office of the Public Service Commission will continue with these awards in the next PSIEA.

The special awards for recognition of service were awarded to the following 19 employees who have served 30+ years and continue to serve in the Public Service.
<table>
<thead>
<tr>
<th>FULL NAME</th>
<th>CURRENT EMPLOYMENT</th>
<th>YEARS OF EMPLOYMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tauloa Auvae Lui</td>
<td>Accident Compensation Corporation</td>
<td>40</td>
</tr>
<tr>
<td>Ta’uo Mulifusi Togafau</td>
<td>Accident Compensation Corporation</td>
<td>32</td>
</tr>
<tr>
<td>Tumumafono Sinapi Tovala Sapa</td>
<td>Development Bank of Samoa</td>
<td>39</td>
</tr>
<tr>
<td>Taealio Vaai</td>
<td>Ministry of Education, Sports and Culture</td>
<td>45</td>
</tr>
<tr>
<td>Fuatino Fa’atuualala</td>
<td>Ministry of Education, Sports and Culture</td>
<td>42</td>
</tr>
<tr>
<td>Luamanuvaev Gaugau Mateo Ah Tong</td>
<td>Ministry of Health</td>
<td>34</td>
</tr>
<tr>
<td>Time Kolone</td>
<td>Ministry of Natural Resources and Environment</td>
<td>42</td>
</tr>
<tr>
<td>Leiatuav Aviga Salale</td>
<td>Ministry of Police</td>
<td>41</td>
</tr>
<tr>
<td>Fauono Talalelei Tapu</td>
<td>Ministry of Police</td>
<td>43</td>
</tr>
<tr>
<td>Fuatino Tofi</td>
<td>Ministry of the Prime Minister and Cabinet</td>
<td>45</td>
</tr>
<tr>
<td>Siavata Gale</td>
<td>National University of Samoa</td>
<td>50</td>
</tr>
<tr>
<td>Vipula Maiava</td>
<td>National University of Samoa</td>
<td>49</td>
</tr>
<tr>
<td>Metita Va’afusuaga</td>
<td>National University of Samoa</td>
<td>43</td>
</tr>
<tr>
<td>Ma Fulu Aiolupotea</td>
<td>National University of Samoa</td>
<td>43</td>
</tr>
</tbody>
</table>

Seiuli Vaifou
Aloaina-Temese
National University of Samoa
41

Naumati Vasa
National University of Samoa
39

Silafau Dr. Sina Vaai
National University of Samoa
37

Tuatu Kalepo
Samoa Bureau of Statistics
34

Senara Noaese Te'o
Samoa Trust Estate Corporation
42

As noted in the Public Administration Sector Plan 2013/14-2017/18, the awards not only rewards the hardworking, but also motivates Government agencies to develop and promote innovative ways to realize a professional and competent Public Service that provides quality and coordinated service delivery to the people of Samoa.

To improve the next PSIEA, the Office of the Public Service Commission through its Public Service Performance and Policy Division will be sending out a survey in the weeks to come to all Public Service employees to gauge their feedback on this year’s awards.

The keynote address delivered by the Honourable Prime Minister is on page 10 for more information.

**REINSTATING AND RECRUITMENT OF SCHOOL SUPPORT ADVISORS**

The Ministry of Education, Sports & Culture (MESC) has re-instated School Support Advisors (SSA) formerly known as School Review Officers or School Inspectors. The decision to reinstate, which has been approved by Cabinet, aims to improve effective communication and reporting between Government Schools and the MESC.
The Office of the Public Service Commission in collaboration with MESC was tasked with reviewing appropriate salaries and to clarify the responsibilities of School Support Advisors to ensure there is no duplication of leadership and management roles with School Principals and Vice Principals.

The recruitment and selection process for SSA was carried from March to July this year. The PSC has managed to recruit eleven School Support Advisors, each responsible for the cluster of Government schools within their allocated constituencies. The caliber of applicants ranged from former School Principals and former School Review Officers who resorted to teaching posts when these positions were disestablished in 2014.

Of the eleven successful applicants, five were former School Leaders, three were former School Review Officers and three were staff members within the MESC, all with exceptional knowledge of the Education Sector. The contract for School Support Advisors is for a term of three years.

PERFORMANCE MANAGEMENT GUIDELINES FOR POSITIONS OF RESPONSIBILITIES DEVELOPED FOR PRINCIPALS & VICE PRINCIPALS

A Performance Management Guideline to steer the employment of Principals and Vice Principals is being developed in collaboration with the Ministry of Education Sports and Culture. The Guideline is another tool the Commission hopes will assist in improving human resource capabilities and management practices, particularly for Positions of Responsibilities (PoRs).

At the moment, the POR performance management is guided by the approved Performance Management Guideline 2014 (PMG) for Chief Executive Officers and Contract Employees; the Commission has assessed, however, that there needs to be a separate policy to cater specifically for this group of employees.

As part of the initial stages of development, a formal presentation on “Performance Management Guideline for PORs” was conducted by the Office of the PSC during an Induction Training for Principals and Vice Principals on the 10th July 2017. The overall objective of the presentation was to shed light on the importance of aligning the roles and responsibilities of PoRs to Whole of Government performance indicators.

More importantly, views and information gathered from the consultation will greatly inform the development of the Performance Management Guideline for PoRs in the near future.

Through this dialogue, Principals and Vice Principals were thoroughly informed of the importance of being accountable and transparent in performing duties and responsibilities expected of the roles. The presentation also explained the process of completing and submitting of performance documents.

The PSC is working closely with the Ministry of Education, Sports and Culture to ensure the smooth implementation of these initiatives by end of June 2018.

CAPACITY BUILDING WORKSHOPS FOR PUBLIC SERVANTS CONTINUES

The Office of the Public Service Commission as a Non-Formal Education Provider (NFEP) is continually providing training on various soft skills areas to help develop the public service capacity and capabilities. The training programs offered are a response to requested training needs submitted by Ministries to address skills shortages in their
both Ministries and State Owned Enterprises employees were invited to participate. These are in line with Goal 2 of the Public Administration Sector Plan to “Enhance Human Resource Capacities”.

With the new financial year already underway, nine trainings have been completed from July – September 2017; PSC trainers delivered five and four were delivered through the Samoa In-Country Training Programme (SICTP) under the National University of Samoa. A total of 213 public servants were trained under the above programs which have been recognised by the Samoa Qualifications Authority. These had been made possible through funding from NZAid, DFAT and GEF/EWACC Project under the Ministry of Natural Resource & Environment.

Below is the list of trainings conducted by both PSC and SICTP in the last 3 months of the current financial year.

<table>
<thead>
<tr>
<th>PSC Trainings</th>
<th>SICTP Trainings</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Basic Public Policy Development</td>
<td>• Dealing with Workplace Conflict</td>
</tr>
<tr>
<td>• Project Management</td>
<td>• Customer Service for the Public Sector</td>
</tr>
<tr>
<td>• Workforce Plan</td>
<td>• Human Resource Management</td>
</tr>
<tr>
<td>• Presentation Skills</td>
<td>• Public Sector Policy, Research, Development &amp;</td>
</tr>
</tbody>
</table>

Continuous capacity building programs are vital to ensure public service employees have the necessary skills, knowledge and attitude to efficiently and effectively support their Ministries.

A copy of the remaining training calendar for this financial year can be obtained from the Human Resource Development Division by emailing hrd@psc.gov.ws

**MONITORING AND EVALUATION EXERCISE COMPLETED**

The first Monitoring and Evaluation (M&E) visit for Financial Year 2017/18 for all Offices under the auspices of the OPSC has been completed.

The M&E activity aims to assess the level of compliance among Ministries particularly in performing HRM processes and functions that had been devolved.

The following areas were monitored and evaluated during the visit, undertaken from 28th August – 15th September 2017.

- Performance Management and Recruitment and Selection Processes
- Compliance issues (for general employees and Senior Executives) observed from the last M&E exercise conducted in January 2017.
• Assessment of agencies’ management and operation of working conditions and entitlements for permanent and contract employees specific to leave, overtime calculation and time off.

• Monitoring and validating performance targets and achievement for CEOs and contract employees who will be undergoing mid-term and end-of-term reviews within FY17/18.

• Follow up data integrity assessment (i.e. Employee Details) on the People One/Finance One System for all Ministries observed from the previous M&E exercise conducted in January 2017.

• Validation of professional training statistics for both local and overseas programs for permanent staff.

• Integration of gender and vulnerable groups’ needs in policy development.

• Service charters.

• Complaints (service delivery) management process.

• Compliance with the Code of Conduct.

All in all, there have been noticeable improvements in some areas since the last M&E visit in January with reference to level of compliance for the PMS, and the R&S process. The findings report from this M&E activity is currently being compiled and will be made available on the Public Service Commission’s website once it is completed.

It is anticipated that the second and last M&E visit for this financial year is scheduled to take place in May - June 2018 to follow up on identified issues from this M&E report.

**MERIT POLICY TO STRENGTHEN THE RECRUITMENT & SELECTION PROCESS APPROVED BY CABINET**

Cabinet has approved the Merit Policy developed by the Office of the Public Service Commission. This was made official on the 19th July 2017 (FK)(17)(27).

The policy promotes a culture of Merit-based Recruitment & Selection in Government and is a step towards implementing the “One Public Sector-One Vision for Good Governance-One Policy” initiative. It aims to strengthen, standardize and benchmark the recruitment and selection process to ensure there is fairness, transparency and equal opportunities afforded to all who apply for employment in the Samoa Public Service. This policy will be a living document and will evolve with any future changes in the context of improving the R&S process.

The Merit-based Recruitment and Selection system focuses on four key criteria;

1) A person’s qualifications,
2) Experience and past work performance,
3) Personal attributes and
4) Skills and abilities.

Compliance with the merit system will ensure impartial and objective decisions are made to avoid preferential treatment or nepotism, especially in a small country like Samoa.

The policy applies to all position levels of the Samoa Public Sector. The OPSC will continue to monitor the implementation of the policy through its bi-annual M&E process.

**MANAGING OF APPEALS TRANSFERRED TO THE LEGAL & INVESTIGATIONS SERVICES DIVISION**

The management of appeals against a decision to appoint or promote a person will no longer be performed by the Human Resource Management Division within the Office of the Public Service Commission. This comes after an internal rearrangement whereby
the above function has been transferred to the Legal and Investigations Division.

The Commission, in its meeting held on the 11th of July, 2017 approved the transfer, along with a revision to the process and the development of a Notice of Appeal template for Recruitment and Selection decisions.

Identified below is the step-by-step procedure when an appeal is lodged to the Commission against a decision to appoint or promote a person.

**Step 1:**
A Notice of Appeal is lodged with the Commission within 14 days of the advertisement of the person appointed to the position.

**Step 2:**
The Notice of Appeal is assessed whether the person making the appeal is:

(i) An officer in the Public Service; and  
(ii) An applicant to the position of which the appointment made to it, is the basis of the Notice of Appeal; and  
(iii) Ground(s) of appeal relates to the merit factors.

If the above criteria are not met in the Notice of Appeal, the Notice of Appeal is invalid. The person making the appeal is informed in writing.

**Step 3:**
If the Notice of Appeal meets the above criteria, the relevant Ministry is informed in writing that an appeal is lodged in respect of the following matters:

(i) The decision to appoint or promote the person to a position was incorrectly done;  
(ii) The appellant has more merit than the person appointed or promoted to the position or  
(iii) Any other matters raised by the appellant not related to the merit factors.

**Step 4:**
Parties are notified by the Commission, in writing, to attend a mediation discussion to discuss the Notice of Appeal. Any other matters not related to the grounds of the appeal will be the subject of resolution by the parties.

**Step 5:**
During the mediation, the parties and a third independent person, shall hold discussions to confirm the following:

(i) Ground(s) of Appeal set out in the Notice of Appeal;

(ii) Confirm the ground(s) or basis of the Notice of the Appeal; and

(iii) Identify and resolve any other issues that are not ground(s) of the appeal.

**Step 6:**
The mediation is concluded and issues not relating to the merit factors are resolved. The mediator informs the Commission in writing that mediation is either successful or not.

*The record or transcript of the mediation is not to be made available to the Commission. The fundamental principle of mediation is confidentiality to ensure protection of the parties involved.*

**Step 7:**
The Commission receives the mediator’s advice on the mediation and certifies that the mediation of the dispute was attempted and that mediation failed.

**Step 8:**
The appeal matter is referred to the Public Service Board of Appeal for determination where mediation has failed.

A circular memorandum was also disseminated to all Ministries for employees wishing to lodge an appeal against a recruitment and selection decision only.

Employees wishing to obtain a copy of the Notice of Appeal template can request for a copy from their Human Resource Coordinators, or download it from...
Meanwhile, there is also ongoing work on developing a single template to lodge all appeals against decisions in accordance with section 49 of the Public Service Act 2004. More update will be provided in the next edition or once the template is ready.

**CABINET TO APPROVE THE APPOINTMENT OF ASSISTANT CHIEF EXECUTIVE OFFICERS**

As reported in the ninth edition of our Newsletter, the Public Service Amendment Bill 2017 was presented at the Pre-Sitting briefing for Members of Parliament held on the 6th March, 2017 at Tuanaimato.

This has now been passed and the Public Service Act Amendment Act 2017 became effective on the 4th July 2017.

The new legislation amended Section 31 of the Public Service Act 2004; a new section – 31A has been incorporated, governing the appointment of Assistant Chief Executive Officers in the Samoa Public Service.

This particular amended section of the Act is as follows:

“Section 31A – Appointment of Assistant Chief Executive Officers”:

(1) Subject to subsection (2), the Head of State may, acting on the advice of Cabinet, appoint a person as an Assistant Chief Executive Officer of a Ministry, as a contract employee.

(2) Subject to section 30, the Commission must, in consultation with the relevant Chief Executive Officer:

   (a) Advertise the position on the circular; and

   (b) Carry out the selection process; and

   (c) Advise Cabinet, on the person who, in the opinion of the Commission has the most merit of all applicants for the position.

Except for section 31(1) and (2), other provisions of this Act relating to contract employees apply to an Assistant Chief Executive Officer position.

**ANNUAL REVIEW FOR THE PUBLIC ADMINISTRATION SECTOR TO TAKE PLACE ON THE 25TH OCTOBER, 2017**

The 3rd and final Annual Review of the Public Administration Sector Plan 2013/14-2017/18 will be on the 25th October, 2017 at the TATTE Convention Centre.

The Sector Plan is now in its final year (2017/18) with only 8 more months left to complete the remaining activities.

The Plan initially consisted of 29 activities when it was launched. However following the second Annual Review in October 2016, the Sector agreed to reduce the activities from 29 to 19, due to some duplications and overlaps identified during the stocktake in 2016.

The vision for the PASP aims to have a professional and competent Public Administration that provides quality and coordinated service delivery in a cost effective, efficient and transparent manner by June 2018.

Findings and recommendations from the 3rd Annual Review will be reported in the next edition of our newsletter.
SAMOA PUBLIC SERVICE DAY 2017
OPENING SPEECH BY THE HONORABLE PRIME MINISTER
HONORABLE TUILAEPA DR. SAILELE MALIELEGAI
FMFM II BUILDING
29 September 2017

Afioga Reverend Talalelei Tuafafo
Members of the Cabinet
Members of the Diplomatic Corp
Chairman and Members of the Public Service Commission
All Public Service Employees
Ladies and Gentlemen

It gives me great pleasure to extend a warm welcome to all our distinguished guests and public servants attending the commemoration of the 6th Samoa Public Service Day, since its inception in 2012. Talofa and a pleasant morning to you all.

Today, we take the opportunity to honor, reflect, celebrate, learn and inspire.

As we observe this significant event, we pause to remember and honor 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 of public service performance while upholding the values and ethics of a truly accountable and transparent Samoa Public Service.

The vision of the current Public Administration Sector Plan is for Samoa to be enabled to acquire a ‘professional and competent public administration that provides quality, efficient and transparent services for and to its people’. In essence, WE, the Samoa Public Service, regardless of your position or status within your respective Ministries, are to become the epitome of excellent and exceptional service delivery. We have a public duty to contribute to improving the quality of life for each and every Samoan.

Today, we reflect not only on the quality of public service we’ve managed to deliver over the years, but also the commitments we’ve made to ensure we continue to aspire to be better than our best. I believe the public service stands or falls with the caliber of the people who work in it, and the way in which we, as public servants, succeed in addressing today’s challenges.

The theme for this year’s commemoration is “Celebrating the Public Service of Samoa”. 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. Our unique “Samoan” experience is an intertwining of both modern day public service ideologies and practices, with the values and ethics instilled within the Samoan culture which is of utmost importance ‘Founded on God’.

Our Government has undertaken comprehensive processes of restructuring and realignment to modernize the public sector. Since the 2006 Public Management Reform Plan and the launch of the
first Public Administration Sector Plan in 2007, there have been marked improvements in strategic planning, policy development and coordination, human resource and fiscal management. A decade later, we are still pursuing new and innovative ways to streamline our internal systems, to support the development of our country. Some of these initiatives include the development of a Clever Country Policy to guide Samoa’s transition into becoming a Knowledge Based Economy, ongoing reviews to our public sector structures and functions to identify where savings could be made, continuous reforms to our recruitment processes to ensure we employ the right people with the right skills and mindset, and significant legislative and regulatory reviews across Government to achieve an ethical, accountable and transparent public service.

In truth, these are only a few of the milestones we have achieved thus far, and we would be remiss in failing to acknowledge that we still have a long way to go and a lot more to do. Advancements in technology to date has meant greater scrutiny of Government service delivery. Public servants are therefore required to undertake the execution of our duties and our decision-making in workplaces with the highest level of integrity. I strongly encourage you to serve our country with professionalism, in a truly coordinated manner, ensuring that you as individuals be held accountable for your actions. You must strive to become the solution and not the problem, to be facilitators rather than encumbrances.

You as public servants provide the solid and firm foundation upon which all the three prongs of Government rely and depend on. Perhaps at times you may feel that your services have been taken for granted, that they go unrecognized and often criticized. As public servants, we are just those – ‘servants of the public’, and while we may think that such a calling is demeaning, 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. Today is without a doubt, a noble cause worthy of recognition and I thereby wish to express on behalf of the Government and the people of Samoa their congratulations and heartfelt gratitude.

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 endeavors you have and continue to be engaged in.

It is my great pleasure to declare the 6th Samoa Public Service Day Open.

SOIFUA
PUBLIC SERVICE DAY 2017 AT A GLANCE
Don’t forget the Public Administration Sector’s 3rd Annual Review 2017 on the **25th October, 2017 at the TATTE Convention Center from 9.30am – 3.00pm**

Want to find out more on the remaining trainings for this Financial Year? Contact the Human Resource Development Division on email: hrd@psc.gov.ws

Get in touch & find out how you can help strengthen the way we serve you!
- Osana Liki: olli@psc.gov.ws
- Tracy Wong Ling-Warren: twarren@psc.gov.ws
- Jeffrey Faitua: jfaitua@psc.gov.ws
- Public Service Commission
  - T: +685 22123/124/125 ext. 11, 67 or 49
  - F: +685 24215
  - E: psc@psc.gov.ws
  - W: www.psc.gov.ws
  - F/book: Samoa PSC
  - Twitter: @samoapsc