A word from the Sector Coordination Division

The Public Administration Sector is pleased to present the 14th Edition of the Public Administration Sector Newsletter and also the last for this Financial Year 2017/2018.

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 and all the best with the start of the new financial year 2018/2019.

Best,
The Public Administration Sector Coordination Team!

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Leadership is not about a title or a designation. It’s about impact, influence and inspiration. Impact involves getting results, influence is about spreading the passion you have for your work, and you have to inspire team-mates and customers. – Robin S. Sharma

A Big Fa'amalo to all Public Servants as we have come to the end of another Financial Year.

From the Public Administration Sector, we wish everyone all the best with the start of the new Financial Year 2018/2019.

Malo lava galule, malo le onosai ma le tauata’i. God bless!!!

UPCOMING EVENT TO LOOK OUT FOR:

“CEO FORUM” on Tuesday 3rd of July, 2018 at the Samoa Conference Center, TATTE Building at 9.30am
SAMOA ACCEDES TO THE UNITED NATIONS CONVENTION AGAINST CORRUPTION

Samoa has finally acceded to the United Nations Convention Against Corruption. This was made official when the Prime Minister of Samoa signed the Instrument of Accession in April this year.

This milestone culminates years of consultations and workshops amongst Government agencies, non-government organizations, media and the private sector. Most of these sessions had been made possible with the assistance of the United Nations Office on Drugs and Crime and the United Nations Development Program, through the Fiji-based United Nations – Pacific Regional Anti-Corruption Project.

The first workshop was conducted in June 2016 for senior government officials followed by a validation workshop in November of the same year. Further to the above, the Global Organization of Parliamentarians Against Corruption (GOPAC), UNDP and UNODC came together to conduct an integrity workshop for Samoa’s Parliamentarians at Taumeasina Resort. The Public Service Commission was invited to present the outcomes of the Validation Workshop, the first one calling for Samoa to accede to the UN Convention Against Corruption.

The recommendations were generally supported by the Parliamentarians. A positive outcome of all these workshops and consultations saw the Prime Minister, Tuilaepa Dr. Sailele Malielegaoi endorsing the first recommendation for Samoa to begin its accession process to UNCAC. The Public Service Commission took the lead and was responsible for the follow-up work, in collaboration with the Ministry of Foreign Affairs and Trade, and the Office of the Attorney General which has now been realized with Samoa acceding to the Convention.

According to the Convention has provided further support towards the realization of Goal 3 of the Public Administration Sector Plan 2013/14-2017/18, which looks at strengthening the integrity and a culture of service across the public sector.

The long term vision for this Sector is to attain a professional and competent public administration that would provide quality and coordinated services for all Samoans in a cost effective and transparent manner.

SAMOA PREPARES FOR FIRST REVIEW FOLLOWING ITS RECENT ACCESSION TO THE UNCAC

The United Nations Development Program through its United Nations Pacific Regional Anti-Corruption Project conducted a 2-day training focusing on the implementation review mechanism of the United Nations Convention Against Corruption (UNCAC).

The training was requested by the Public Service Commission on behalf of the Government, to familiarize Government officials with the review mechanism that will be used to assess Samoa’s compliance with the UNCAC.

As a new State Party to the convention Samoa is required to undergo a first cycle review of implementation, covering chapters 3 (Criminalization and Law Enforcement) and 4 (International Cooperation) of the Convention.

The Chairman of the Public Service Commission, Aiono Mose Sua, noted that the focus of the training workshop will be on the Review mechanism, particularly on the methodology that State Parties like
Samoa will use for the review. Additionally, the workshop aims to provide substantial knowledge of the Convention and the tools to be used in order for Samoa to be able to successfully participate in the Implementation Review Mechanism.”

The UNDP Resident Representative and UN Resident Coordinator, Dr. Simona Marinescu, also underscored the significance of having the training immediately after the accession to help officials prepare for the review process. Dr. Marinescu congratulated Samoa on its accession.

Maria Adomeit, Regional Anti-Corruption Advisor, together with Mihaela Stojkoska, Anti-Corruption Specialist at the UNDP conducted the training and assisted on the self-assessment process to ensure Samoa will be ready when it implements the required activities of the Convention.

Representatives from integrity-related organizations were invited to participate and these included the Office of the Attorney General, Audit Office, Office of the Ombudsman; Samoa Law Reform Commission, Ministry of Justice Courts & Administration, Ministry of Foreign Affairs, Ministry of Finance and the Public Service Commission.

You can read more of the Chairman’s Opening Remarks on page 9.

EXECUTIVE DEVELOPMENT PROGRAM REVIVED FOR FUTURE LEADERS IN THE PUBLIC SERVICE

The Public Service Commission in partnership with the University of New England Partnerships Ltd, Australia delivered an Executive Development Program (EDP) targeting Government Ministries CEO’s, ACEO’s and Principal levels. This is the first of the three phases of the EDP Program.

As noted in the Chairman of the Public Service Commission – Aiono Mose Sua’s opening remarks to officially open the training, “this Executive Development Program was conceived in 2004 as a component of the Institutional Strengthening Project funded by Australia. When this larger project ended in 2006 so did the Executive Development Program. Twelve years has since passed and finally we are now able to revive the EDP through funding from our local budget.”

The main purpose of this program is to provide direction for professional development of current and future public service leaders.

The program was divided into 2 cohorts in which the first cohort completed their 5 half days of training from the 11th – 15th June while the second cohort completed their training from the 18th – 22nd June 2018.

Forty-three participants from various Government Ministries participated in this training and were provided with the opportunity to learn more about current best practices, share experiences on what to do and what to avoid to help develop and improve their individual skills and abilities, as the guiding values, ethics and discipline for positions of high responsibility.

The course incorporates a unit from the Australian Qualifications Framework (AQF) in ‘Take the Lead Program’. This EDP consists of 3 Phases with the first phase already being delivered and that participants are expected
to complete assessments through internet online portals within the next three months.

The training was well received and appreciated by the all participants as it not only gave them an opportunity to be empowered and inspired during the training, but it also gave them the chance to network and shared experiences amongst each other and to build their rapport to becoming great leaders in the future. This was echoed when participants were asked on the last day of each week on lessons learnt from the training and most members alluded that “being a leader is a challenge and a leader needs to understand him or herself first before developing others.” Majority will apply what they have learnt to their current roles they are at in the workplace.

Ms. Sarona Esera-Filipo, ACEO of the Public Service Commission for the Human Resource and Development Division, conveyed appreciation on behalf of the Commission on the partnership between PSC and UNE in ensuring participants are empowered, inspired and their capacity are built and transformed from good to great leaders in the future.

The training was conducted by John Ross of Taking Action Ltd from Australia.

You can read more of the Chairman’s Opening Remarks on page 10.

SECTORS INTRODUCED TO POLICY–DATA INTEGRATION TOOL

The Samoa Bureau of Statistics (SBS), Ministry of Finance (MOF) together with the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) hosted the Policy and Data Integration Workshop which was held on the 5th – 8th June, 2018 at the Development Bank of Samoa’s Conference Room. The workshop was officially opened by the Honorable Minister Sala Fata Pinati.

The main aim of the workshop was to introduce Sector Coordination Units and their respective Implementing Agencies to the concept of developing a “National Sustainable Development Indicator Set” (NSDIS) as well as familiarizing themselves with the use of the “Every Policy Is Connected Tool” (EPIC TOOL).

The workshop was an acknowledgement of the gaps that currently exist between national strategies, sector plans, policy development, data collection and budgets. In this regard, the workshop aimed to introduce the participants to the NSDIS and EPIC tool as potential methods of resolving these issues.

The EPIC tool is used to define the integral relationship that should exist between data collection, policy development and indicator sets. An important aspect of this workshop is that the EPIC tool was not presented as a finished or final product but rather as a proposal with room for Sector Units and their Implementing Agencies to recommend relevant changes.

With time and resource constraints, only seven sectors were selected for this first session and it included the following:

1. Agriculture Sector
2. Community Sector
3. Health Sector
4. Law & Justice Sector
5. Public Administration Sector
6. Tourism Sector
7. Trade, Commerce & Manufacturing Sector

The seven sectors selected for the initial session in June 2018 are expected to provide

(Please note the photo here.)
assistance via feedback on their experience to the other remaining seven sectors that have yet to be trained.

It is anticipated that a second round of the same workshop will be conducted for the remaining seven sectors in September this year.

You can read more of the Minister’s Keynote Address on page 11.

NEW AMENDMENTS FOR THE WORKING CONDITIONS AND EMPLOYMENT MANUAL 2015 COMPLETED WITH ROLL OUT TO FOLLOW

After reviewing some of the feedback captured from consultations with respective Government Ministries about the Working Conditions and Employment Manual that was approved in late 2015, the Public Service Commission through its Public Performance & Policy Division (PSPP) has completed the required revisions to the enlisted determinations below.

The specific details of the required revisions for these determinations were approved by the Commission earlier this month and it includes the following Determinations:

Determination 10: Holidays
Determination 12: Counting of Service
Determination 13A: Annual Leave
Determination 13B: Sick Leave
Determination 13D: Maternity Leave
Determination 13E: Paternity Leave
Determination 13F: Bereavement Leave
Determination 13H: Special Leave
Determination 14B: Cessation of Employment upon Retirement
Determination 15D: Higher Duties Allowance
Determination 15E: Part time Allowance
Determination 15H: Remote Locality Allowance
Determination 15I: Responsibility Allowance
Determination 15L: Examination Allowance
Determination 17: Employment of Nightwatchmen

The application of all new amendments within the Working Conditions and Employment Manual will come into effect on the 2 July 2018 – Seven (7) working days from the date of issuance and distribution of the Circular Memorandum.

The Public Service Commission is now planning a roll out to Ministries under the jurisdiction of the PSC to inform them of these new amendments. A tentative schedule will be forwarded to all Ministries within the first week of July, 2018.

TRANSITION PHASE FOR PRINCIPALS AND VICE PRINCIPALS INTO CONTRACTUAL EMPLOYMENT COMPLETED

The decision to Contract all Government Schools’ Principals and Vice Principals was made to ensure excellent performance to improve quality of Education in all of Samoa.

This was an attempt to push for the “Improvement of Public Service Delivery” and “Improve Human Resource Capabilities” as identified in Goal 1 & 2 of the Public Administration Sector Plan.

The OPSC through its Senior Executive Services Division was tasked with the roll out and transition of this work which began in 2014 with the recruitment and selection of principals and vice principals vacant positions at the time.

Principals and Vice Principals below the retirement age in the year 2014 were offered interim contracts of a specific time period commencing in January 2015 until they reach the retirement age of 55.

That is:

- 1-year Interim Contract (January 2015 – December 2015) – Principals & Vice
Principals reaching retirement age in 2015.
- 3-years Interim Contract (1st January 2015 – 31st December 2017) – Principals & Vice Principals yet to reach retirement age.

A total number of 155 interim contracts were offered and commenced in January 2015. From this total, 35.5% were one (1) year term, followed by 3.23% with 2 years contracts and the rest were offered the full three year interim contracts.

Throughout the transition phase, there was a lot of movement of Contract Employees applying to a number of positions advertised towards the end of each year under the Recruitment and Selection process since 2014.

At the end of the interim contract, majority of Principals and Vice Principals were re-appointed through the R&S process – varying from promotion from Vice Principal to Principal positions while some moved to different schools. The trend was fuelled by the range of salary differences between schools based on the school rolls which also attracted a number of teachers from private and mission schools being appointed to Positions of Responsibilities (PORs).

After 3 years since contracting, all 155 PORs for Primary & College have completed their terms within this transition period.

Existing PORs are now on Contractual Employment appointed through the Recruitment & Selection Process culminating the complete and successful transition of PORs to contractual mode of employment.

**SECOND ROUND OF MONITORING AND EVALUATION VISITS TAKES PLACE**

The Public Service Commission conducted its second round of Monitoring and Evaluation (M&E) for Financial Year 2017/2018 took place over a two-week period from the 11th – 26th June, 2018.

The main intention of the M&E was to assess the compliance status of 19 Government Ministries and Offices with current policies and practices endorsed by the Public Service Commission.

The M&E function of the Commission is stipulated under section 5(c) of the Public Service Act 2004.

The Monitoring & Evaluation exercise focused on the following areas:

I. Follow up assessment of Performance Management and Recruitment & Selection Processes compliance issues observed from the last M&E exercise conducted in August 2017.

II. Assessment of agencies’ management and operation of working conditions and entitlements for permanent and contract employees specific to leave, overtime calculation and time off.

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

IV. Follow up progress of “compliance issues” for Senior Executives identified from the last M&E exercise in August 2017.

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

VI. Validate professional training statistics both local and overseas for permanent staff.

VII. Validate and suggest new areas that are critical for Ministry capacity needs (need to be evidence based and show linkage to Ministry deliverables)

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

IX. Service charters

X. Complaints (service delivery) management processes
XI. The M&E was also an opportunity for Ministries to provide feedback on practical solutions to improve the coordinating work of the Commission and their respective offices to improve the current policies and practices.

Seven different divisions of the PSC’s office were involved in the M&E work and the information gathered will assist in their respective reports or feedback to the 19 Ministries.

It is imperative that compliance to current policies and practices are held at the highest regard to ensure that our government’s goal of a quality public service is ensured. It is anticipated that a full M & E report will be compiled in the near future and will be sent out to all respective Ministries for their information and will also assist in a way to improve its compliance for the next monitoring and evaluation exercise.

HUMAN RESOURCE COORDINATORS CALLS FOR BEST PRACTICES TO IMPROVE HUMAN RESOURCE MANAGEMENT IN GOVERNMENT MINISTRIES

The Office of the Public Service Commission held its last Human Resource Coordinators (HRCs) Forum for FY17/18 on Monday 25th June 2018.

The Forum was used as a great platform for all HRC’s to have the opportunity to come together to share and discuss issues, best practices and HR experiences to improve human resource management within various Government Ministries.

The representative from the Ministry of Finance – Naama Sinei of the Payroll Section of the Accounts Division used this forum to address some of the issues related to their line of work as requested by forum members in the previous meeting that was held in March. It was also an opportunity for the Public Service Commission to address issues and concerns raised by forum members in relation to issues such as the People One System, Organisational Structure and the Working Conditions and Entitlements 2015.

The Assistant Chief Executive Officer for the Human Resource Development Division – Sarona Esera Filipo conveyed a gratitude of thanks to all for attending the last forum for this financial year and the next Forum will be held in September this year.

SAMOA’S PUBLIC SERVICE COMMISSION SHARED HUMAN RESOURCE BEST PRACTICES WITH TONGAN PUBLIC SERVICE COMMISSION

The Office of the Samoa Public Service Commission hosted members from the Tongan Public Service Commission who were in Samoa for a work attachment from 25-29 June 2018.

The Tongan delegation included Dr. Lia Maka (CEO of PSC Tonga), Mr. Tevita F Fotu (Deputy Secretary-Remuneration) and Mr. Keni Franz Tu’uhetoka (Principal Analyst-Remuneration) to learn our mechanics of Human Resource Management practises of Remuneration, Job Classification, contractual employment, Human Resource Development, Planning and working conditions policies.

Established in 2010, the Tongan Public Service Commission’s visit observed and were explained the evolving functions of the Samoa PSC as possible benchmarks for their own future development in the management of human resources.

It was also a valuable opportunity for Samoa PSC to learn of their HR initiatives relating to Job
sizing, Performance Pay, and especially the start of building networks with other Pacific islands in sharing knowledge and information on best practise human resource practises.

We wish the Tongan Public Service Commission the very best and that we continue to network for improved HR and public service excellence.
Talofa and good morning.

It is my pleasure to welcome you to this training workshop on the United Nations Convention against Corruption and its Implementation Review Mechanism. This initiative is supported by the United Nations Pacific Regional Anti-Corruption project, which is a joint program of the United Nations Office for Drugs and Crime and United Nations Development Programme funded by the Australian Department of Foreign Affairs and Trade.

Samoa acceded to the UN Convention against Corruption in April 2018. In light of this Samoa as a new State Party will be required to undergo a first cycle review of implementation, covering chapters 3 (Criminalization and law enforcement) and 4 (International cooperation) of the Convention.

The focus for the next two days will be on the Review mechanism, particularly on the methodology that State Parties like Samoa will use for the review. Additionally, the workshop aims to provide substantial knowledge of the Convention and the tools to be used in order for Samoa to be able to successfully participate in the Implementation Review Mechanism. During the sessions and discussions, our UN colleagues would inform and assist on the self-assessment process to help our Government with the implementation of the Convention.

The Government of Samoa is committed to strengthening public confidence in the integrity of the public administration. This is to be realized through a focus on enhancing transparency and accountability at all levels, removing all forms of inequality within the workplace, putting a stop to the mismanagement and misuse of Government resources, and zero tolerance towards dishonest and fraudulent conduct in the public sector.

For the PSC specifically, the workshop should help with the realisation of Goal 3 of the Public Administration Sector Plan 2013/14-2017/18, which looks at strengthening the integrity and a culture of service across the public sector. The long term vision for this Sector is to attain a professional and competent public administration that would provide quality and coordinated services for all Samoans in a cost effective and transparent manner.

I would like to conclude by again underscoring the value of honesty and integrity, without which trust will always be elusive. I thank the UN Pacific Regional Anti-Corruption Project for providing this opportunity of this workshop and to thank in particular Maria Adomeit and Mihaela Stoikoska for conducting the planned sessions. I am informed that Mihaela has been to Samoa before and now has a good idea of our country. However, Maria is a first time visitor. Mihaela may well have given Maria all sorts of stories about what to expect. Now that Maria is here I am sure that she will make up her own mind that we are not really that bad.

To end on a serious note, I wish our visitors an enjoyable time with us and for a successful workshop.

Manuia.

Soifua.
Good morning and Talofa lava,

As some of you may know, the Executive Development Program was conceived in 2004 as a component of the Institutional Strengthening Project funded by Australia. When this larger project ended in 2006 so did the Executive Development Program. Twelve years has since passed and finally we are now able to revive the EDP through funding from our local budget.

It therefore gives me special pleasure to extend a warm welcome to the program’s facilitator, Mr. John Ross and to every participant in this very first Executive Development Program since the last one back in 2006.

The EDP provides pointers and help guide the professional development of current and future public service leaders. To put some context to the importance of the EDP is a quick reflection back to the fact that from the cohorts of those first and early EDPs, many of the participants went on to serve as CEOs and top managerial positions across the public sector. I should imagine that the skills would have also been useful to other leadership engagements outside the Public Service of these participants.

For the Executive Development Program cohort starting today, this week will provide the opportunity to learn more about current best practices, share experiences on what to do and what to avoid to help develop and improve your individual skills and abilities, as the guiding values, ethics and discipline for positions of high responsibility.

I am informed that your course incorporates a unit from the Australian Qualifications Framework (AQF) in ‘Take the Lead Program’. This EDP consists of 3 Phases. This first phase that starts today and delivered over five days for two groups is followed by three months to complete assessments through internet online portals that all participants should have already registered for.

The EDP Course is being delivered in coordination with the University of New England Partnerships Ltd, Australia, that provides the academic pathway. Your program facilitator as I earlier welcome is Mr. John Ross from Sydney Australia.

Since 2008, Mr. Ross has helped deliver and assess a range of programs under the Australian Qualifications Framework around the Pacific and here in Samoa. So John is no stranger to our shores and probably to some of you. I would like to again thank him for the work he continues to do to transfer knowledge to help improve our Public Services.

I have referred to this fact that this is the first phase of the 3 Phases of the Course. I am told that Phase One must be successfully completed to be able to advance to Phase Two. I do not know the contestability of places for the 2nd Phase but what is clear is that you will need to work hard and successfully to advance. That (unfortunately) is a rather sobering but an important thought to leave you with on this happy occasion. However, I am comforted that all the participants are in the EDP Course because you chose to be. There is therefore no need for me to further encourage you to work diligently and put in extra effort.

To end on a much more happier note, I have no doubt that all of you would find participating in the rewarding, in providing greater clarity on improvements that would help with your present roles and with the preparations that you should at least consider for higher future responsibilities whether in the public service, in politics, in the private sector or in community service roles. So without further adieu, I declare the 2018 Executive Development Program as officially started. I wish you all a successful and rewarding experience.

Faafetai
Soifua.
Reverend Taumafai Komiti, United Nations Resident Coordinator, and, ESCAP Team, Distinguished Guests, and fellow participants.

Talofa and Good morning. I am pleased to extend a warm welcome from the Government of Samoa, to the participants of the “Tool for Policy-Data Integration Workshop”, especially our overseas experts and guests, who have flown in for this very important workshop.

I understand that the “Tool for Policy-Data Integration Workshop’ started its journey in Bangkok, in August 2017, in support of the Regional Strategy to “Improve Population and Social Statistics” in Asia and the Pacific, in which Samoa is a member of the Regional Steering Group. It was that workshop, that the Samoa Bureau of Statistics, or SBS, volunteered Samoa, as the “champion country” to test the “Tool for Policy-Data Integration”.

I know that SBS volunteered because at the global level: the recognition of statistical information to plan, follow-up, and evaluate sustainable development goals in the: Post-2015 Agenda, the SAMOA Pathway, and the Ten Year Pacific Statistics Strategy, all raised the bar, for data experts and statisticians, to produce relevant, high quality, and timely statistics, in support of sustainable development goals, and therefore “Leaving no one behind”.

SBS also volunteered because: at the national level, the Strategy for the Development of Samoa 2016-2020, the report of Samoa’s national voluntary review to the United Nations, and, the reports of fourteen Sector plans, all highly recognised the value of data and statistical information, in the monitoring and tracking of sustainable development policies, and operational activities in Samoa.

Therefore, volunteering as a champion country, was foreseen as a “golden opportunity” by the Samoa Bureau of Statistics, to bring together all its stakeholders, mainly the planners and policy-makers, at the national and sector level, as well as, the international experts and donor support, to come together for four days, in support of the implementation of SDGs in Samoa, and, the ESCAP region.

Most importantly, the gathering will be fully utilised to: test the Tool for Policy and Data Integration by all statistical stakeholders, to share ideas and experiences, learn new thinking, identify gaps and challenges, and, lastly but not least, collaborate and make durable effective partnerships in moving beyond, as part of everyday work, and, not just by chance.

Because without collaboration, durable partnerships, and, capacity building support, statisticians and policymakers will continue to work in silos, and continue disconnecting policies and planning with statistical evidence, leading to delayed developments and unknown progress, hence making everyone left behind, and not being able to meet the Post 2015 Agenda, by 2030.

By volunteering as a “champion country”, it confirms that our statistical services, has strong faith in our national planning processes, systems and institutions to facilitate this tool, in the most efficient and effective manner. I believe that ESCAP has big hopes, that this workshop will produce many useful lessons for other countries to learn. So I am hoping that all of you will make full commitment to this four-day workshop.

In fact, I am proud to say that this workshop arrives in good timing. Because, in October of this year, the first review of the SAMOA PATHWAY, will be conducted here in Apia. This will be a major international event in our country. Therefore, our government is looking forward to the deliberations and outcomes from this workshop, which will contribute directly to our national review of the SAMOA Pathway.

On that note, let me say that on behalf of the Government of Samoa, I congratulate everyone who worked tremendously in making this workshop become a reality.
I thank the donors and our international partners, especially UN-ESCAP for **believing in us**, by bringing this workshop, all the way from Bangkok to our shores.

Let me wish all the participants, a productive exchange of ideas and knowledge, and I wish all our technical partners from ESCAP, SPC and elsewhere, a pleasant stay in our “**Beautiful Samoa**”.

May the Spirit of our **Lord Jesus Christ**, guide and protect all of you this week, and take you back safely to your homes.

As the Minister of Samoa Bureau of Statistics, I am proud to declare this workshop, officially open.

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

➢ Want to find out the Schedule for the Roll Out of the Amendments for the Working Conditions & Employment Manual? Contact the Public Service Performance & Policy Division on email: psp@psc.gov.ws

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