



Public Administration Sector Newsletter

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"Every man, every woman who has to take up the service of government, must ask themselves two questions: 'Do I love my people in order to serve them better? Am I humble and do I listen to everybody, to diverse opinions in order to choose the best path?' If you don't ask those questions, your governance will not be good." – Pope Francis

A word from the Sector Coordination Division

The Public Administration Sector is pleased to present the 17th Edition of the Public Administration Sector Newsletter and also the last for this Financial Year 2018/2019.

It will highlight completed, ongoing, and planned activities under the Public Administration Sector

While the new Public Administration Sector Plan is currently developed, yet the Sector aims to achieve a professional and competent public administration providing quality service delivery to the people of Samoa. Moreover, 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, please connect with us!

We look forward to your positive contributions and all the best with finishing off the work for the current financial year 2018/2019.

**Best,
The Public Administration Sector Coordination Team!**

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SINGAPORE LENDS ASSISTANCE IN HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT FOR SENIOR EXECUTIVES IN THE PUBLIC SECTOR

The Government of Samoa through the office of the Public Service Commission partnered with the Singapore Government through its Civil Service College to conduct a training on Human Resource Management and Development for Senior Executives in the Public Service on the 12th – 15th March, 2019.



The programme was an opportunity for Senior Executives in the public sector to learn best practices in HRM, based on the experience of the Singapore Public Service. The training covered various topics including policies and practices to manage and develop HR, promoting organizational capabilities and enhancing competencies.



The Honorable Prime Minister and the Minister for the Public Service Commission – Tuilaepa Sailele Malielegaoi delivered the keynote address. The Prime Minister mentioned that it was during a visit to Singapore two years ago that made him aware of how well-developed and successful Singapore was, due to its impressive and very capable Public Service. He further stated that “this was a great opportunity to hear and be able to discuss Singapore’s experience in developing and sustaining a first-class Public Service to help us within the context of our own circumstances; to

make changes to the delivery of services and the responses of the government to meet the needs of our people. Of particular importance in this regard is the adequate capacities of our government agencies and assisting our efforts in the paramount priority area of Human Resources capacity building and sustainability.”



Ms Alice Cheng, Deputy Director of the Ministry of Foreign Affairs, noted that such training provides a great avenue to develop a country’s human resource, especially small island states like Samoa and Singapore. Alice further noted that the returns to a country’s development and growth are immeasurable and that having a competent, responsive and forward-thinking public service plays a critical role in helping a nation develop.

She further added, “as a small island state, we face common challenges – limited resources, lack of economies of scale, vulnerability to external shocks and heavy dependence on international trade and investment. We also face similar human resource dilemmas. Our small populations mean that we typically have a limited talent pool to attract and recruit for the public service.”

More than 60 participants from the CEO and ACEO classes took part in the three and a half day training which was held at the TATTE Conference Centre, Sogi.

The Hon. Minister’s speech is featured on page 8 for more information.

CONSULTATION FINDINGS PAVE THE WAY FOR NEW PUBLIC ADMINISTRATION SECTOR PLAN.

A post consultation briefing on the assessment of the state of the Public Service was held on the 20th March, 2019 at the Development Bank of Samoa (DBS) Building, level 6 Conference Room.

The Report on the findings from the assessment culminated months of extensive research and consultations undertaken by Dr. Gerald Gahima, Ms. Vanessa Barlow Shuster and Mr. Toesulusulu Cedric Shuster.

The assessment also included an assessment of the level of integration of Disaster Risk Management (DRM) in government.

The consultation was opened by the Chairman of the Public Service Commission, who is also the Chairperson for the Public Administration Sector Steering Committee (PASSC); Aiono Mose Pouvi Sua. This was followed by a presentation delivered by the lead consultant Dr. Gerald Gahima. The findings on the mainstreaming of DRM was presented on by Mr. Shuster.



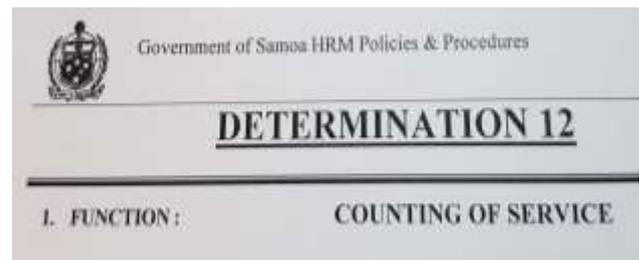
The main purpose of the briefing was to provide more opportunities for agencies that had been consulted to validate and provide feedback on the findings and analysis of the consultants. The stakeholders were also given additional time to peruse the Report following the initial briefing, and provide any final comments before the Report is finalized.

Going forward, it is expected that the assessment of the state of the public service report will contribute significantly to the context of the new PASP.

APPROVED AMENDMENTS FOR COUNTING OF SERVICE MADE OFFICIAL

The Public Service Commission through its Public Service Performance and Policy Division have made new amendments to *Determination 12: Counting of Service* in the Samoa Public Service Working Conditions Manual 2015. This follows months of

research and consultation with respective Ministries to identify policy options for the Commission to consider.



The new amendments will allow the counting of services for public servants who have served in all Government Agencies inclusive of Constitutional Bodies and Stand Alone Entities. This is to provide for an inclusive approach in applying consistent leave entitlements and benefits across for employees who have been employed in Government Agencies and later re-employed under the jurisdiction of the Public Service Commission.

Another amendment made is allowing Temporary Employees categorized as “*Retirees*” to have their years of service counted as well. This takes into consideration that the contribution of retirees to the workforce is crucial with considering the amount of knowledge and experiences gained from serving Government for many years and to cater for staff shortages especially in the Education and Health sectors and in consideration of the local context in Samoa.

A PSC Circular Memorandum (CM) 2018/2019: 33 was also disseminated to Government Agencies on the 14th March, 2019, but should any Government agency needs further clarification regarding the new amendment, then please do not hesitate to contact the PSPP Division at the following email address – psp@psc.gov.ws for more details.

USAID PROVIDES CERTIFICATE IV COURSE ON PROJECT MANAGEMENT FOR CLIMATE CHANGE AND DISASTER RISK RESILIENCE FOR GOVERNMENT OFFICIALS

Thirty Government officials were granted an opportunity to be part of a fully-funded Level Four Certificate Course offered through the Pacific Technical and Further Education (Pacific TAFE) under the University of the South Pacific.

The Course, run over a period of 3 months, has a specific focus on Climate Change and Disaster Risk Resilience. The Course consists of two 7-day face-to-face sessions at the USP Alafua Campus, with the rest of the Course to be completed online. The first face-to-face session was from the 18th – 26th March, 2019. The Course is being funded by the USAID, through its Institutional Strengthening for Pacific Island Countries to Adapt to Climate Change (ISACC) project implemented out of SPC, in partnership with the Samoa Government through the Public Service Commission, and SPREP. It is anticipated that the second phase of the training will take place in May 2019.



The main purpose of the training was to provide participants an opportunity to learn about project management in the context of climate change and disaster risk resilience. It aimed to provide a platform to discuss relevant global and regional climate change and disaster resilience frameworks, as well as national climate change or sector policies and plans. In addition, the training aimed to increase the knowledge on tools to access climate finance, public finance management (PFM) and its linkages to project management, and monitoring and evaluation. A variety of speakers from different sectors were invited to share their project management experiences and lessons learned from climate change and resilience projects with the class.

The Chairman of the Public Service Commission – Aiono Mose Sua in his opening remarks noted that “the focus of the Course related to the impacts of climate change which is a priority for the world and an existential risk for low lying islands in the Pacific.” Aiono further noted that Samoa already experiences the visible effect of high tides pushed by strong winds. He stressed to the participants

that the Course and the application of its lessons would not be for some hypothetical future but what needed to be done to improve Samoa’s adaptation and response measures.

One of the participants Ms. Sailele Aimaasu-Mataafa – Principal M & E Officer for the Ministry of Natural Resources and Environment showed her appreciation of the opportunity and echoed that, “the best part of the program was the panel discussion from various representatives from SPREP, the government agencies, and the private sector. It made me realise the many opportunities available for us to get more funds to improve Samoa’s efforts towards mitigating and adapting to climate change issues.”

GENDER MAINSTREAMING TRAINING CONDUCTED FOR THE PUBLIC SERVICE AND TO COMMEMORATE INTERNATIONAL WOMEN’S DAY

The Public Service Commission (PSC) together with the Ministry of Women, Community and Social Development (MWCSD) and the Australian Department of Foreign Affairs & Trade (DFAT) conducted a Gender Mainstreaming Training for the Public Service in Samoa on the 27th of February – 1st of March, 2019.

Gender mainstreaming is an emerging cross cutting issue that impacts every public sector agency. As such, invitations were sent to all sector coordination units to attend and partake in this important training.

The purpose of the training was to promote knowledge and tools on gender mainstreaming in the context of policy development and programming across Government. It was also conducted to raise awareness on the international and regional frameworks for the advancement of gender equality and gender reporting requirements. Part of the training was also to commemorate the celebration of the *International Women’s Day* which commemorated on the 8th March, 2019, with the theme “*Balance for Better*” whereby it celebrated the social, economic, cultural and political achievements of women in a society.



(Photo Credit: Ministry of Women, Community & Social Development)

The training also provided the opportunity for sector coordination staff that participated and key staff from the MWCSO to obtain a shared understanding of gender mainstreaming across government as well as knowledge and skills to identify gender inequalities in the workplace. Furthermore, it also assisted with the increase of collaborative and technical assistance between the PSC and MWCSO to institutionalize processes for gender mainstreaming in the government system. Moreover, the training equipped the participants with the knowledge and skills on how to conduct gender analysis and integrate gender in policy development and review processes, as well as program design, monitoring, evaluation and review.

The training is an activity under the *Samoa National Policy for Gender Equality 2016-2020* specifically in Policy outcome 7 of: Enhanced institutional mechanisms for the promotion of gender equality which requires the MWCSO to work with relevant partners to provide training and support on gender mainstreaming and strengthen MWCSO's technical capacity to drive gender equality.

Dr. Suzette Mitchell who is an expert in gender and social inclusion issues delivered the training and it was held for two and a half days at the To'oa Salamasina Hall, Sogi.

HIGH LEVEL OF PROMOTION AND AWARENESS NOTED IN PUBLIC SERVICE DAY (PSD) 2018 REPORTS

The devolvement of the Public Service Day commemoration in 2018 gave the opportunity to Government agencies to run their own programs and activities to celebrate public service day. This initiative saw Government agencies increase a high

level of promotion and awareness of their roles and functions to the public.

As noted, a Cabinet Directive through FK (18) 34 dated 21st September 2018 and the PSC Circular Memorandum (CM) 2018/2019 10 was delivered to Government Agencies informed and advised Government Agencies to carry out their own programs/activities in a meaningful way to mark the PSD. Moreover, the Government agencies were also requested to submit PSD reports to the PSC on the activities that they have conducted during the commemoration of the 2018 PSD for the intention of assisting PSC with future decisions on the annual PSD celebrations.



(Photo Credit: Ministry of Women, Community & Social Development)

Government agencies conducted their awareness programs through various forms such as information booths set up around their office areas at their locations, with some using telecommunications avenues (such as radio programs) to carry out their awareness programs. Other Government agencies even implemented their awareness campaigns around the town area, while some hosted schools and the public to showcase their services on site.



(Photo Credit: Ministry of Education, Sports & Culture)

The initiative has shown the high enthusiasm through ownership by each respective Government agency in creating innovative activities to engage employees in celebrating the services provided by public servants for the people of Samoa.

Some of the highlighted 2018 PSD celebrations are tabulated below:

ACTIVITIES	GOVERNMENT AGENCIES
Display Booths	ACC, CBS, EPC, MCIL, MESC, MFR, MOH, MWCSO, NHS, PSC, PTO, SBS, SLRC, SAA, SROS, UTOS, SFESA, MNRE
Telecommunications: Radio 2AP <i>(Note: MCIT offered free air time for awareness purposes)</i>	ACC, MCIT, MPE, OOTR, SLRC
Telecommunications: Press Conference	MESC
Telecommunications: TV Ads	OEC, OOTR
Town Area Awareness	ACC, SLRC, UTOS
Onsite School Visits	SAA, SPA
Competitions	CBS, MWCSO, PSC
Customer Services Survey and Release of Newsletter	SIFA
Job Seeker Registration	MCIL
Presentation (Annual Report) to all staff	SSS
Awards – Long Service and Employee of the Year	MFAT, MOF, MPE, PSC
Team Building activities (healthy	EPC, MOH, SLC, SSFA, SROS, MCIT, PSC, SIFA,

team building activities, hat-day, sports day, trivia, uniform day, thanksgiving service, office cleaning, dreams job dress up, environmentally friendly initiatives of tree planting)	OOTR, SFESA, MNRE, MFR, SLC
Reports noted that no Activity were conducted due to competing work priorities	MWTI, MJCA

The Commission would like to thank the following Government Agencies for submitting their PSD 2018 Reports:

- **Constitutional Authorities:** PSC
- **Ministries:** MPE, MESC, MFR, MWCSO, MNRE, MWTI, MOF, MPMC, MFAT, MCIL, MOH, MCIT and MJCA.
- **Statutory Bodies:** SBS, SLRC, OEC and OOTR.
- **SOE's:** ACC, EPC, NHS, PTO, SAA, SIFA, SLC, SPA, SFESA, SROS, SSFA, SSS, SWA and UTOS.
- **Stand Alone Agencies:** CBS.

It is anticipated that the for the Public Service Day 2019, all Government agencies will be given the opportunity to take ownership of promoting increased awareness of the services provided as well as implementing practical/innovative ideas to recognize their internal employees who carry out their duties in exemplary ways for the people of Samoa.

HUMAN RESOURCE COORDINATORS FORUM SEEK CLARIFICATION ON THE COUNTING OF SERVICES OF PUBLIC SERVICE EMPLOYEES

The 3rd Human Resources Coordinators Forum convened on Thursday 28th February 2019 at the PSC Conference Room. The Forum acknowledged the support and assistance rendered by all Ministries in the performance of daily duties as well as for accommodating the Monitoring & Evaluation visit that was recently carried out by the PSC.

A key issue however raised by Ministries for further clarification was the counting of service of employees. The Human Resource Coordinators were advised that the PSC were working on finalising the amendments to *Determination 12 – Counting of Service*; and as previously reported in our newsletter the changes have now been approved.



Additionally, the HRCs were also advised that a special meeting will be held to discuss the Professional Development Leave Condition Determinant 13J under the Working Conditions and Entitlement Manual 2015. This meeting was then held on the 21st March, 2019.

It is anticipated that the next HRC forum will take place in May 2019.

**OPENING ADDRESS BY THE HONOURABLE PRIME MINISTER TUILAEPA SAILELE MALIELEGAOI OF THE
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT IN THE SINGAPORE PUBLIC SERVICE FOR
SAMOA SENIOR EXECUTIVES COURSE ON 12 MARCH 2019 AT THE
TATTE CONVENTION CENTRE, SOGI**

Two years ago, I was hosted with other Pacific leaders by the Government of Singapore. During the visit, a very informative and well organized program was made for us on Singapore's development success and experience. Underpinning Singapore's impressive success is their very capable Public Service.

I am therefore very glad and thank the Singapore Government through Ms. Alice Cheng for agreeing to hold in Apia this Course on Human Resources Management and Development in the Singapore Public Service for Samoa Senior Executives, which has made it possible for all government agencies to have senior executive participation.

This opportunity to hear and be able to discuss Singapore's experience in developing and sustaining a first-class Public Service without doubt would provide important pointers to help us within the context of our own circumstances to make changes to the delivery of services and the responses of the government to meet the needs of our people. Of particular importance in this regard is adequate capacities of our government agencies and I look forward to the Course assisting our efforts in the paramount priority area of Human Resources capacity building and sustainability.

That's the extent of my remarks which are intentionally brief to try and keep the ceremony within the allotted time. Timeliness, after all is an important requirement of good public service delivery!

Before ending, I would like to again say for the record and to ask Ms. Cheng to convey our appreciation to her government not only for holding this Course in Apia but for the many training opportunities Singapore has provided to support Samoa's development over the years.

I wish our guests and team from Singapore an enjoyable time in Samoa and to wish everyone successful deliberations and exchanges of views over the coming days.

Thank you.

GET IN TOUCH & FIND OUT HOW WE CAN HELP YOU

Are you uncertain of any issues pertaining to any of the following areas – *Functional Analysis, Organisational Performance Assessment and Improvement Tool (OPAIT), Human Resource Management Monitoring and Evaluation (M&E) or the Working Conditions and Entitlements Manual 2015 (WCEM)*? If yes, then you are more than welcome to contact the Public Service Performance and Policy Services Division and feel free to contact the assigned person(s):

Functional Analysis Project	Maiavatele Timothy Fesili E: tfesili@psc.gov.ws P: 22123/24 ext. 72
Organizational Performance Assessment and Improvement Tool (OPAIT)	Beverly Smith E: bsmith@psc.gov.ws P: 22123/24 ext. 16
Human Resource Management Monitoring and Evaluation (M&E)	Naomi Harris E: nharris@psc.gov.wss P: 22123/24 ext. 38
Working Conditions and Entitlements Manual (WCEM)	Public Service Performance and Policy Division E: psp@psc.gov.ws P: 22123/22124

Want to find out more on Training and Scholarships Information? If yes, you can connect with the Human Resource Development Division on email – hrd@psc.gov.ws

GET IN TOUCH WITH THE PUBLIC ADMINISTRATION TEAM AND LET US KNOW HOW YOU CAN HELP STRENGTHEN THE WAY WE SERVE YOU!

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