



## **PUBLIC SERVICE COMMISSION**

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### **PUBLIC SERVICE EXCELLENCE AWARD**

### **GUIDELINES FOR IMPLEMENTATION OF THE AWARDS**

**JUNE 2017**

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#### **1. INTRODUCTION**

Public sector reforms in Kenya span the last five decades since independence. These reforms have been characterized by some remarkable successes, challenges and lessons learnt. Studies on Kenya's public service have consistently pointed at low morale and motivation as some of the enduring challenges that the service faces. Kenya's public sector has had no sector-wide award programme geared towards motivating public officers to achieve excellence in service delivery.

It is in recognition of challenges in service delivery that the Public Service Commission, in 2015, initiated a Public Service Excellence Award to recognize Public Service employees who have demonstrated excellence in achieving results for Kenyans and who reflect the priorities of

the ideal Public Service, while demonstrating key competencies. These guidelines therefore provide a framework for implementation of the awards.

## **2. RATIONALE FOR THE AWARD SCHEME**

The Public Service Excellence Award seeks to entrench recognition for outstanding and exemplary performance. The current award scheme was focused on individual officers who have gone beyond the call of duty to achieve extra-ordinary results. A review of the scheme has, however, revealed that the PSOYA award was limited and did not address key service delivery areas. The Commission has therefore introduced three categories of awards that address citizen-focused service delivery, public service values and ethics and innovation for efficiency and productivity.

The public service excellence award aims to recognize high performance and improve employee morale and in so doing create a culture of appreciation and celebration through the various awards and recognition programmes.

## **3. SCOPE**

In its full scale form, the Public Service Excellence Awards (PSEA) is planned to encompass the entire edifice of the Public Service including Ministries, State Departments, State Corporations and State Agencies. The current scope is however, limited to Ministries and State Departments.

## **4. AWARD PROFILE**

The PSEA comprises three categories of awards:

### **Category 1: Citizen-Focused Service Delivery Award**

This award recognizes outstanding achievements in improvement of service delivery with a specific focus on citizens as customers for government services. Individuals and teams will be eligible to participate by showcasing the activities they have been involved in which demonstrate exemplary citizen-focused service delivery in the civil service.

The individual or team nominees will provide evidence of citizen-focused service delivery within the last three (3) years. The Award is sub-categorized into Team Awards and Individual Awards.

## **1A. Team Award**

**Nominee Type:** This category is open for team nominations

**Team Description** – A team refers to a group of individuals, unit/department, project team or committee in a Ministry or State Department. The team will be limited to a maximum of fifteen (15) members.

**Award description:** The award shall recognize teams that have made significant impact in service delivery in provision of efficient, effective, ethical and quality service to the citizenry.

**Scope:** This award targets individual officers and teams in Ministries and State Departments.

**Criteria:** The successful team(s) must meet the following criteria:

- i) Must fall within the definition of team as stated above;
- ii) Demonstrated improved access to, as well as the delivery of services to Kenyans;
- iii) Demonstrated responsiveness in the delivery of services to citizens; and
- iv) Positively influenced change in people's perception of the public institution while improving transparency in the delivery of Public Service.

## **1B. Individual Award**

**Nominee Type:** This category is open for individual nominations

**Award description:** The award shall recognize an officer who has made significant impact in service delivery in provision of efficient, effective, ethical and quality service to the citizenry.

**Criteria:** The successful individual(s) must meet the following criteria:

- i) Demonstrated improved access to, as well as the delivery of services to Kenyans;
- ii) Demonstrated responsiveness in the delivery of services to citizens;
- iii) Positively influenced change in people's perception of the public institution while improving transparency in the delivery of Public Service.

## **Category 2: Public Service Values and Ethics Award**

Article 234(2)(c) of the Constitution provides that the Public Service Commission shall promote the national values and principles of governance in Article 10 and the values and principles of public service in article 232. In recognition of the important role that public officers play in the promotion of values, it is necessary to acknowledge such officers who, in the delivery of service, live the values. This award is intended to encourage public officers to uphold and promote the values and inspire integrity.

**Award description:** The award recognizes Civil Servants who have shown commitment in promoting and upholding integrity as provided in Chapter Six of the Constitution, values and principles in Article 232 and National Values in Article 10.

**Scope:** This award targets individual officers in Ministries and State Departments.

**Nominee type:** This category is open to individual Civil Servants.

**Criteria:** The successful candidate(s) must meet the following criteria:

- i) Should be acknowledged by colleagues as a person of integrity whose character is beyond reproach.
- ii) Must be a respectable person who promotes public confidence in the public office.
- iii) Must be selfless and honest in service delivery.
- iv) Must be efficient, effective, responsive, prompt and impartial in service delivery

## **Category 3: Innovation for Efficiency and Productivity Award**

This category recognizes Public Officers who have focus, drive and have developed significant ideas and transferable innovations that use new or improved approaches that have resulted in efficiency and productivity of the Public Service. These innovations advance Government-wide priorities, including finding more efficient and effective ways of delivering core business responsibilities and providing better service to Kenyans.

In addition, this award has been created to encourage public officers to be innovative and creative in offering solutions for greater outcomes in the Civil Service to improve services, operations and working environment.

**Scope:** This category is open to all Civil Servants at the following two levels:

- i) Senior Management Staff Level- Officers in Job Groups 'P' and above
- ii) Operational Staff level – Officers in Job Groups 'N' and below

The innovations developed should not have been previously recognized in the PSOYA awards of 2015 or 2016 or rewarded locally or internationally. In addition, the impact for innovation in service delivery to should have been felt for at least one (1) year after roll out of the innovation

**Criteria:** The successful candidate(s) must meet at least three (3) of the following criteria:

- i. Developed trend-setting initiatives or transformations that improved efficiency in operations or services or resulted in savings or benefits (internal or external) in areas such as, but not limited to research, science, technology, health, the environment, resources management, finances, learning, program design, or delivery and policy development;
- ii. Created an original idea or uniquely adapted an existing program, process or concept, which resulted in a long-term benefit to the Public Service;
- iii. Developed and implemented an innovative idea that resulted in a measurable savings validated by top management of the organization;
- iv. Implemented a significant organizational change or management practice that increased productivity and has the potential to be replicated or adapted in other public service institutions;
- v. Developed, analyzed and communicated innovative and effective research that responds to government priorities through cooperation and collaboration; and
- vi. Enhanced long-term research, particularly with external partners.

## **5. GENERAL ELIGIBILITY CRITERIA**

### **A. Nomination for individual awards**

To qualify for an individual nomination for the Public Service Excellence Award, candidates must meet the following requirements:

- i) Must be a public officer;
- ii) Has demonstrated professional excellence in service delivery;
- iii) Serving in any cadre within a Ministry/State Department at the time of being nominated; and

- iv) Is not a subject of an on-going discipline case.

## **B. Nomination for team awards**

To qualify for a team nomination for the Public Service Excellence Award, the team must meet the following requirements:

- i) Must consist of public officers;
- ii) Demonstrated professional excellence in service delivery as a team; and
- iii) Serving within a Ministry/State Department at the time of being nominated.

## **6. ADDITIONAL REQUIREMENTS**

For each individual nominee/team, the following should be submitted:

- i) **Evidence/ supporting materials** on each achievement area (component in the nomination tool), as may be appropriate (*such evidence /supporting material may take the form of written testimonies by colleagues/supervisors/beneficiaries, video recording demonstrating a project, written publication detailing an original concept, innovation, etc.*); and
- ii) Duly completed nominee statement form (PSC/PSEA/4).

## **7. NOMINATION PROCESS**

**Call for nominations:** The process will commence with an official circular from the Public Service Commission to Authorized Officers.

- i) The Authorized Officers shall, within seven (7) days of receipt of the circular, require heads of departments to call for nominations within their departments.
- ii) Heads of department shall, within sixty (60) days of receipt of the directive of the Authorized Officer, submit their nominations to the **Ministerial Human Resource Management Advisory Committee (MHRMAC)**.
- iii) The **MHRMAC** shall, within sixty days of receipt of the nominations;
  - a) Analyze the nominations;
  - b) Shortlist and Interview qualified nominees;
  - c) Collect, collate and package supporting evidence, including completing the relevant forms.

- d) Submit a list of not more than three (3) successful individual nominees for each category entered and one team nomination (where applicable), documents in (c) above and confirmed minutes to the Authorized Officer.
- iv) The Authorized Officer shall, on receipt of submissions from MHRMAC, forward all documents including approved minutes to the Commission, by 30th October of the year.
- v) Upon receipt of the documents, the Commission shall consider all nominees and determine the winners.

## **8. APPLICABLE AWARDS**

The PSEA winners will be awarded as follows:

### **A. Individual Awards**

Individual officers who have merited the Citizen-Focused Service Delivery Award, Public Service Values and Ethics Award or Innovation for Efficiency and Productivity Award will be awarded as follows:

- i) The overall winner of any of the awards**
  - a) Two (2) months basic salary
  - b) Placement on the Roll of Honour for Excellent Performance published annually by the Public Service Commission
  - c) Certificate of excellent performance
- ii) 1<sup>st</sup> Runners up**
  - a) one month basic salary
  - b) Placement on the Roll of Honour for Excellent Performance published annually by the Public Service Commission
  - c) Certificate of excellent performance
- iii) 2<sup>nd</sup> Runners up**
  - a) 50% of basic salary
  - b) Certificate of excellent performance

### **B. Team Awards**

The team awards will include:

Overall winning team – Team Plaque, Cash award of up to KES 250,000 for the team and certificates of recognition;

- i) **1<sup>st</sup> Runners Up** – Team Plaque, Cash award of up to KES 150,000 for the team and certificates of recognition;
- ii) **2<sup>nd</sup> Runners Up** – Cash award of up to KES 100,000 for the team and certificates of recognition;

## **9. ACCESSING NOMINATION FORMS**

The nomination forms will be available on the Commission's website at the following link:

<http://www.publicservice.go.ke/index.php/pseas>

## **10. REVIEW OF THE GUIDELINES**

These guidelines shall be reviewed once every three (3) years or as circumstances may determine.



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