



# PSC News

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A bi-weekly e-newsletter of the Public Service Commission

## Commission sets roadmap for improving service delivery

By Pauline Muriuki

The Public Service Commission Board has made commitment to clear the backlog of pending advertisements by April 2020.

This was arrived at during a four-day strategic workshop held from 28<sup>th</sup> to 31<sup>st</sup> January 2020 at the Lake Naivasha Resort.

The Commission also plans to automate the recruitment and selection process to speed up processing of advertised posts.

It was also resolved that advertisements by PSC will be generated only after the Commission determines when they will be processed.

Commission's records and Wealth Declaration forms will also be digitized for backup, analysis and ease of retrieval.

Promotion of values; strengthening of oversight of delegated functions; automation of the recruitment and selection process; and capacity building for county governments on human resource management issues and public service values were identified as other priority areas.

On promotion of values and principles, the Commission saw the need to seek for funding so as to go beyond evaluation and reporting, for impact. The



Commissioner Mary Mwiandi responds to queries from the floor during a plenary session at the Strategic Policy Working retreat, at the Lake Naivasha Resort

forum also resolved to create a framework for resource mobilization and partnership with relevant stakeholders. When seeking for funding, it was resolved that training and capacity building in the area of governance and ethics shall be given priority.

The Commission will endeavor to enhance its oversight role over delegated functions; enhance support to counties in terms of human resource management practices; and take up the issue of training budget for civil servants with the National Treasury as a matter of priority.

Other issues discussed were Guidelines on recruitment of VCs, DVCs, Principals and Deputy Principals of Universities and Constituent Colleges; Revised Discipline Manual;

Management Performance Report; and Report on Decisions made by Board and implementation status.

The team also proposed a roadmap for shortlisting and conducting interviews; Review of organizational structure and staff establishment for the Commission.

The Commission also resolved to prioritize its activities such as the operationalization of the Citizen Call Centre, while taking into account the enhanced budget and the remaining period before closure of the financial year.

Present during the retreat were the Chairman, Mr. Stephen Kirogo, Vice Chairperson, Ms. Charity Kisotu, Commissioners, CEO Mr. Simon Rotich and the Senior Management staff.

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## South Korea's International Youth Fellowship signs MOU with PSC



*PSC Chairman Mr. Stephen Kirogo and IYF founder Rv (Dr) Ock Soo Park exchanging the signed MOU documents while Commissioners and other invited guests look on*

**By Badi Khamis and Pauline Muriuki**

**S**outh Korea's International Youth Fellowship (IYF) has signed a Memorandum of Understanding (MOU) with the Public Service Commission (PSC), to collaborate in undertaking Mindset Education Trainings for the public service.

The MOU was signed by the PSC Chairman Mr. Stephen Kirogo and the founder of the International Youth Fellowship, South Korea, Rev. (Dr.) Ock Soo Park on 20<sup>th</sup> January 2020 during a New Year luncheon at the InterContinental Hotel, Nairobi.

The signing was witnessed by members of Parliamentary Committee on Administration and National Security, representatives from other Commissions, government agencies, PSC Commissioners and the Secretariat staff.

While delivering a lecture on the importance of mind-set change at the event, Dr. Park

highlighted how mind-set change played a critical role to address past economic challenges in South Korea and turned the country into one of the major economies in the world.

"Everything is possible when you have the right mind-set," said Dr. Park.

The Chairman Parliamentary Committee on Administration and National Security Mr. Paul Koinange said that Kenyans need to change their mindset in order to realize their unlimited potential both as individuals and also as a country.

He proposed mindset education for Police Officers, especially those who think they must be bribed in order to serve.

Koinange added that the clergy who manipulate the mindset of their followers by demanding money without showing evidence of how it is spent also need mindset change.

He thanked PSC Chairman, Commissioners, CEO and other senior officers for embracing mindset education.

Mr. Kirogo stressed the need

to embrace mind-set change as the only avenue of redeeming Kenya economically.

Salaries and Remuneration Commission (SRC) Chairperson Lyn Mengich noted that there is need to partner with stakeholders to ensure that reward systems encourage the mindset change that we are trying to achieve, and that the transformation itself can be rewarded.

PSC Vice Chairperson Charity Kisotu underscored the need to take Mindset Education seriously.

"We really appreciate the founder (Dr. Park), because we have started with the right people - the civil service. Once the civil service has a proper mindset, the rest will follow," said Kisotu.

Others present during the event were, MP Teso North, Oku Kaunya, Nominated Senator Mr. Isaac Mwaura, the Kenya School of Government (KSG) Director General Dr. Ludeki Chweya, PSC Commissioners, CEO Mr. Simon Rotich and secretariat staff.

## Kenya will host AAPSCOMS conference in August 2020



*SRC Vice Chairperson Dalmas Otieno addressing guests during the AAPSCOMS stakeholders consultative meeting at Serena Hotel, Nairobi*

**By Badi Khamis**

**K**enya will host the 7<sup>th</sup> General Assembly for Association of African Public Services Commissions (AAPSCOMS) in August this year.

This was announced by Public Service Commission Chairman Mr. Stephen Kirogo during a stakeholders' consultative meeting convened by the Commission on 22<sup>nd</sup> January 2020 at the Serena Hotel, Nairobi.

The meeting brought together Chairpersons and CEOs from all the Constitutional Commissions and Independent Offices, to commence plans on hosting of the event.

Mr. Kirogo said that the association provides a common platform for the Commissions to promote and

share best practices among its membership.

"As you are aware, an efficient Public Service fosters social economic development impacting the lives of all citizens," he said.

Vice Chairperson Salaries Remuneration Commission (SRC) Dalmas Otieno, said that it's high time Public Servants shift focus from self-serving and concentrate on serving the citizen.

"All aspects of decisions in the Public Service are substantially self-centered. Let's make our decisions with the citizen in mind," he added.

AAPSCOMS objectives are to, promote professionalism in the conduct of the Commissions' business; develop and implement common capacity building strategies and programmes in order to recruit and retain a well-trained, professional and skilled public service in Africa;

develop linkages and networks with international and regional bodies in order to promote the objectives of the Association and facilitate the implementation of the inter-governmental goals applicable in the public service.

AAPSCOMS was established on 9<sup>th</sup> April 2008 in Kampala, Uganda when a Memorandum of Understanding (MOU) was signed between 20 African Public Services Commissions representing 15 countries in Africa.

Present at the event were chairpersons Dr. Jane Kiringai (CRA), Archbishop (Rtd.) Eliud Wabukhala (EACC), Dr. Joyce Mutinda (NGEC), Gershom Otachi (NLC), Anne Makori (IPOA), among others.

Also present were PSC Vice Chairperson Charity Kisotu, Commissioners, and CEO Simon Rotich.

## Commissioners and PSC Staff get together to usher in New Year



*Chairman Parliamentary Committee on Administration and National Security Mr. Paul Koinange addressing PSC Commissioners, staff and other invited guests during the new year get together at the Intercontinental Hotel, Nairobi*

**By Pauline Muriuki**

**P**ublic Service Commission Chairman Mr. Stephen Kirogo led Commissioners and Secretariat staff in ushering in the year 2020 by at InterContinental Hotel, Nairobi.

The event was also attended by officials of the International Youth Fellowship (IYF) of South Korea, as PSC's new partner in mindset training for the public service.

Parliamentarians were represented at the event, and so were other Commissions, and the Kenya School of Government.

Apart from the key agenda of signing an MOU between IYF and PSC, the event was punctuated with entertainment, educative speeches and pronouncements on the envisaged direction in improving service delivery in public service.

The PSC choir entertained guests with songs whose theme focused on the Commission's rallying call to "Reform, Perform and Transform" the public service for better efficiency.

Similarly, South Korea's International Youth Fellowship choir delighted the participants with beautiful songs.

The Chairman Parliamentary Committee on Administration and National Security Mr. Paul Koinange thanked Members of Parliament in the Committee of Administration and National Security for the huge role they are playing in helping reform the civil service.

"I want to thank them especially for the bold move they took in making budgetary provisions for the hiring of graduate interns in the civil service, against opposition from many quarters.

"For civil servants and other public officers, we should serve our citizens as if we are serving God," said Koinange.

He urged the Commission to focus on the conduct of government officers that are most visible on the ground, as they are the face of government to the citizens.

"Most of them think they are indispensable. They engage in politics, openly collect bribes - some irresponsibly, and they generally lord it over the very people they are supposed to serve."

Mr. Kirogo announced that all rewards and promotions in the Public Service will be pegged on individual staff performance.

He said that the practice of determining officers' promotion based on schemes of service was no longer tenable.

"Evidence of good performance will be the sole determinant of rewards," he said.

CEO Mr. Simon Rotich highlighted that the Commission will enhance the secretariat's capacity as stipulated in the new strategic plan in order to execute its constitutional mandate without hitches.

"We will focus on building our internal capacity to be able to rise to any emergent challenges and expectations of the Commission," he said.

## Interns living with disability appreciate the PSIP programme

By Badi Khamis and Habel Shiloli

The second group of interns under the Public Service Internship Program (PSIP) reported to their work stations between 2<sup>nd</sup> and 17<sup>th</sup> January 2019.

Based on the returns that the PSC received from the various Ministries, Departments, Agencies (MDAs) and State Corporations by end of February, the turnout was good.

The recruitment process of the second cohort of interns was concluded on 5<sup>th</sup> December 2019, followed by a two-day intensive induction program at Kasarani Gymnasium on 16<sup>th</sup> and 17<sup>th</sup> December 2019.

Over 20,000 candidates applied for the positions and 4,200 were shortlisted in an advert that closed on 30<sup>th</sup> October 2019.

The recruitment process observed diversity and inclusivity, in compliance with the Constitution 2010.

People With Disability (PWD) were among the special groups that Public Service Commission gave special consideration.

They were provided with a special sitting place for ease of accessibility.

Feedback from their various work stations shows they have been well received.

In a Facebook post, Nominated Senator Isaac Mwaura commended the Public Service Commission for offering opportunities to persons with disabilities.



“It’s never easy for PWDs to secure job opportunities due to discrimination and stigma in society. The beneficiaries were very thankful for this rare opportunity and I took time to congratulate and encourage them imploring upon them to observe high ethical standards since they are ambassadors of PWDs,” he said.

PSIP is intended to enhance youth development and employability by creating clear linkages between education, training and work; Provide hands-on experience for interns to

build upon skills learned in the classroom; Indoctrinate them on public service etiquette, values and ethics; Establish a database of skills available to the public service for future human resource needs; and Promote inclusivity, diversity as envisaged in the Constitution.

In the financial year 2019/2020 5,500 interns have so far been deployed to various Ministries, Departments, Agencies (MDAs) and State Corporations.

## Selection Panel inaugurated to recruit a member of NCIC



National Gender and Equality Commission (NGEC) Commissioner Priscilla Nyokabi takes oath of office during the inauguration of the selection panel for nominating a member of the National Cohesion and Integration Commission (NCIC). Administering the oath is PSC Director Legal Services Jacqueline Manani

**By Badi Khamis and Habel Shiloli**

A six-member selection panel for nominating a member of the National Cohesion and Integration Commission (NCIC) was inaugurated at Commission House on 4<sup>th</sup> February 2020.

The panel, which was constituted by the Cabinet Secretary for Interior and Co-ordination of National Government through Gazette Notice No. 483 of 24<sup>th</sup> January 2020, is tasked to recruit a member to replace Commissioner Fatuma Tabwara who passed away on 29<sup>th</sup> December 2019.

The Late Commissioner was also the Vice Chairperson for the National Cohesion and Integration Commission.

The Public Service

Commission (PSC) Chairman, Mr. Stephen Kirogo who presided over the inauguration urged the panel to strictly follow the qualifications stipulated in the NCIC Act No.12 of 2008 to avoid compromising the standards they had earlier achieved during recruitment of current commissioners.

The Panel comprised of Kang'ethe Thuku (Ministry of Interior), Simon Rotich (CEO, Public Service Commission), Concepta Wasilwa (AGs office), Abdi Ahmed Mohamud (EACC), Priscilla Nyokabi (NGEC), and Anne Amadi (Registrar, Judiciary).

The current NCIC Commission was sworn in office on 20<sup>th</sup> November 2019

and is composed of Chairman, Rev. Dr. Samuel Kobia; Commissioners, Hon. (Eng.) Phillip Okundi Hon. Abdulaziz Ali Farah, Dr. Danvas Makori, Wambui Nyutu, Sam Kona, and Hon. Dorcas L. Kedogo.

Their term of office is three years, and they are eligible for a further extension of three years.

Present during the event were, PSC Vice-Chairperson Ms. Charity Kisotu, Commissioners, Deputy Commission Secretaries and Director Legal Services Ms. Jacqueline Manani, who administered the oath.

# Public Service Compliance with the Values and Principles Report 2019

By Habel Shiloli

**F**emale gender representation in the public service improved to 36.8% in 2019, up from 35% in 2018, beyond the constitutional threshold required, of one-third representation for either gender.

However, at policy level, the female gender representation continued to fall below the threshold, at 30.3%.

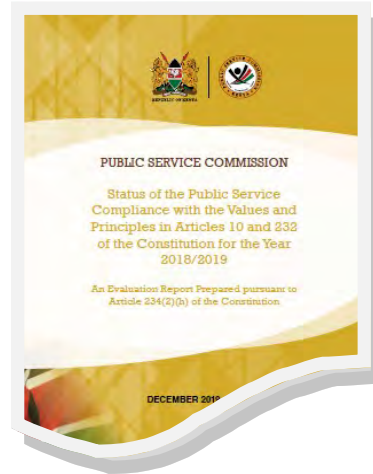
This is according to a report on Public Service Compliance with the Values and Principles released by Public Service Commission in December 2019.

“Progress was also made towards achieving the 5% constitutional threshold on representation of Persons with Disabilities in appointments,” says the report.

Appointment of Persons with Disabilities in public service accounted for 1.18% representation in 2019, up from 1.1% in 2018. Out of a total of 14,300 officers recruited into public service in 2019, 1,870 were PWDs, accounting for 13% of all recruitments.

“An area with remarkable improvement is ethnic representation where 48 ethnic communities are represented in the service, though proportionate representation is yet to be achieved,” the report says.

The 212 page report summarizes findings of a survey that targeted all Ministries and State Departments; State Corporations and Semi-Autonomous Government Agencies (SAGAs); Public Universities; Statutory Commissions and



Authorities and Constitutional Commissions and Independent Offices not exempted under Article 234(3) of the Constitution.

However, there are areas where survey findings recorded below-average performance. These include service delivery improvement and transformation; good governance, transparency and accountability; performance management; and public participation in policy making.

To address the shortcomings and gaps observed during the survey, the report recommends Enactment of a Public Service Act, to provide norms and standards for the management of human resources in the Public Service; Expedient enactment of the Public Participation Bill, 2018 to facilitate structured public participation; and Review of performance contracting and performance appraisal in order to facilitate evaluation of institutional and individual performance in the public service.

Other recommendations include Public institutions to ensure that service charters are developed, publicly displayed, disseminated

and complied with at all service delivery points to enhance accountability and transparency; Prescription of minimum service delivery standards and undertaking of annual citizen satisfaction surveys to determine satisfaction levels and inform improvements in service delivery across the public service by the Commission; and An audit on the management of gift and conflict of interest registers be undertaken;

Similarly, Stringent measures to be put in place to ensure all public institutions sign performance contracts for the subsequent financial years; Public institutions to work towards achieving equal representation in line with Article 232(1)(i) of the Constitution and indicator 16.7.1 (a) of Goal 16.7 of the United Nations Sustainable Development Goals; and Establishment of a database on PWDs disaggregated by gender, nature of disability and education level by NCPWD.

Out of 298 institutions that were targeted, 281 responded, representing 94.3%. This was an improvement from 92% response in 2018.

However, the overall compliance index for all thematic areas surveyed dropped from 57.4% in 2018 to 42.4% in 2019.

The report recommends that appropriate action be taken against institutions which did not respond to the survey in line with Section 64 (4) of the PSC Act, 2017.

## PSC IN PICTURES



SRC Vice Chairperson Mr. Dalmas Otieno sharing a light moment with PSC Vice Chairperson Ms Charity Kisotu, Commissioners Dr Reuben Chirchir and Dr Mary Mwiandi, during the AAPSCOMS stakeholders consultative meeting at Serena Hotel, Nairobi



Guests following proceedings during the AAPSCOMS stakeholders consultative meeting



(L-R) Deputy Commission Secretaries Ms Jane Chege and Mr. Remy Mulati consulting with PSC CEO Mr. Simon Rotich During the AAPSCOMS stakeholders consultative meeting .



Deputy Director Performance Management & Public Service Delivery contributes to a discussion during the Strategic Policy Working retreat in Naivasha



Director Performance Management & Public Service Transformation Dr. Sylvester Obong'o chats with Commissioner Amb Salma Ahmed at the Strategic Policy Working retreat in Naivasha



Deputy Commission Secretary Jane Chege (holding a microphone) responds to queries from participants during the Strategic Policy Working retreat in Naivasha



# PICTORIAL: PSC NEW YEAR GET-TOGETHER HELD AT THE INTERCONTINENTAL HOTEL, NAIROBI, ON 20TH JANUARY 2020



(L) Chairman Mr. Stephen Kirogo and IYF members



Vice Chairperson presenting a gift to IYF founder Rv (Dr) Ock Soo Park



(IYF) Members entertain guests



(L-R) Commissioners Dr Joyce Nyabuti, Dr Mary Mwiandi and Ms Joan Otieno following proceedings



(L-R) Commissioners Amb Salma Ahmed, Dr. Reuben Chirchir and Andrew Muriuki



A section of PSC secretariat staff

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### Vision

A Citizen-centric public service

### Mission

To reform and transform the public service for efficient service delivery

### Core Values

- Citizen Focus
- Professionalism
- Innovation
- Team-work

### Public Service Commission Directorate

- Recruitment and Selection
- Human Resource Management & Development
- Establishment and Management Consultancy Services
- Performance and Service Delivery Improvement
- Board Management Services
- Compliance and Quality Assurance
- Finance and Planning
- Corporate Services
- Legal Services
- Internal Audit

### Commissioners

Stephen Kirogo, CBS, FPRSK	-	Chairman
Ms Charity Kisotu	-	Vice Chairperson
Dr Joyce Nyabuti	-	Commissioner
Dr Mary Mwiandi	-	Commissioner
Dr Reuben Chirchir	-	Commissioner
Amb. Patrick Wamoto, EBS	-	Commissioner
Amb. Salma Ahmed	-	Commissioner
Mr Andrew Muriuki	-	Commissioner
Ms Joan Otieno	-	Commissioner

### Secretary/Chief Executive

Simon K. Rotich, EBS