



## PSC rolls out PSIP mentorship training program



*PSC Commissioner Dr. Mary Mwiandi (seated centre) in a group photo with PSIP mentors and program facilitators and participants during the launch of PSIP Mentors and Coaches Capacity-Building program at KSG Embu on 12th October 2021*

**By Tom Muema**

**T**he Public Service Commission has launched a capacity building program for mentors and coaches to strengthen the Public Service Internship Program (PSIP).

Under the program, the Commission will train officers in Ministries, State Departments and Agencies (MDAs) to whom interns are deployed to be able to provide better mentorship and coaching in accordance with the Commission's expectations.

The training that will be conducted in phases due to the large numbers involved was launched at Kenya School of Government (KSG) in Embu on 12th October 2021.

The inaugural cohort comprising 100 officers from various MDAs were taken through a week-long training covering Principles of Role Modeling, Coaching and Mentoring Skills; the Coaching Cycle; Coaching Strategies and

Mentoring Programs; Emotional Intelligence and Team Building among other topics.

In a speech read on her behalf during the launch ceremony by Commissioner Dr. Mary Mwiandi, PSC Vice-Chairperson Ms. Charity Kisotu, highlighted the successes of the PSIP program, which has benefitted over 5600 fresh graduates since its inauguration.

She underscored the substantial impact that the interns have made in enhancing service delivery in various MDAs through their innovation and fresh ideas.

"The programme has injected vigour and energy into the public service through the fresh ideas and ingenuity of the youthful interns. The interns not only learn from the institutions where they are attached but also challenge the public service with ideas on how to improve and streamline service delivery," said Ms. Kisotu.

Dr. Mwiandi emphasized the need for mentors and coaches to be prepared and equipped with relevant skills to

mould the interns into excellent and reliable future public servants.

"An internship experience should be buttressed with a dedicated, deliberate and intentional mentoring component for best results of an all-round, well-moulded successful intern. That is why institutionalizing mentoring and coaching is an important step towards enhancing positive outcomes for the internship programme," she said.

At the end of the 5-days training, the mentors were awarded certificates marking the beginning of a new journey of moulding youths in the public service.

Dr. Mwiandi expressed confidence in the program noting that the Commission is currently developing a policy on mentorship and coaching and guidelines for the public service.

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## 800 new Assistant County Commissioners Commissioned



A section of newly commissioned Assistant County Commissioners pose for a photo with senior government officials at the Kenya School of Adventure and Leadership, Meru County. Seated 6th from left is Interior Cabinet Secretary Dr. Fred Matiang'i flanked by Principal Secretary Karanja Kibicho and PSC Vice Chairperson Charity Kisotu

### By Browne Kutswa

The newly recruited Assistant County Commissioners (ACCs) have been urged to promote compliance with the Values and Principles in Articles 10 and 232 of the Constitution.

PSC Vice Chairperson Ms. Charity Kisotu, called on the ACCs to read and internalize all aspects of the Constitution, the law, government policies and regulations that relate to them as public servants.

"This will guide you in delivering your services to the citizens in line with the law, and avoid unnecessary litigations that have previously caused the government to incur losses," she said.

She was speaking at the Kenya School of Adventure and Leadership (KESAL) in Meru county on Friday 15<sup>th</sup> October 2021 when she attended the closing ceremony of the orientation programme and commissioning of over 800 newly recruited Assistant County Commissioners, including former chiefs that were promoted.

The new administrators were commissioned following a rigorous recruitment process that was conducted by the Public Service Commission. They will be deployed to serve in various counties across the country.

Ms. Kisotu observed that serving the public is a calling that requires selflessness, personal commitment, discipline, integrity, honesty and professionalism as opposed to officers seeing themselves as bosses over the citizens. "It is about servant leadership," she reiterated.

She said the Public Service Commission is committed to servant leadership and this is clearly embedded in the Commission's vision of a citizen-centric public service.

She expressed optimism that the officers will be good role models in the public service and also be an inspiration to those below them and those who will come after them.

Ms. Kisotu further urged them

to always observe work ethics, uphold integrity of the public service, preserve government secrets and take good care of government resources placed under their watch, not just for short term interests, but for posterity.

"Through this orientation, you have been equipped with the necessary knowledge and skills that will enable you to be good servants to the citizens and good ambassadors of government," she said.

The five-day orientation programme was concluded in seven cohorts, beginning 30<sup>th</sup> August to 15<sup>th</sup> October 2021.

The commissioning ceremony was graced by the Cabinet Secretary Interior and Coordination of National Government Dr. Fred Matiang'i and attended by the Principal Secretary, Interior and Citizen Services, Dr. Karanja Kibicho, PSC Commissioner Mr. Andrew Muriuki and the CEO Dr. Simon Rotich among others.

## CEO Simon Rotich awarded honorary doctorate



*Dr. Simon Rotich (left) displays his honorary doctorate certificate immediately after he was awarded by the Breakthrough International Bible University (Kenya) at the Six Wheels Academy in Kapsogut village, Kericho County. On his right is the University Vice-Chancellor, Prof. Patrick Njuguna.*

**By Badi Khamis**

**T**he Public Service Commission CEO, Simon Rotich was on Saturday 4th September 2021 conferred an honorary doctorate degree for his selfless service to the public and humanity.

The degree was awarded by the Breakthrough International Bible University (Kenya) at the Six Wheels Academy in Kapsogut village, Kericho County.

The University Vice-Chancellor, Prof. Patrick Njuguna, congratulated Dr. Rotich for his resilience and willingness to serve humanity without expecting any reward.

“Dr. Rotich is a transformative service leader

who has made a valuable contribution in the lives of people and is always willing to help people realize their full potential”, he said.

In his acceptance speech, Dr. Rotich said that the award came as a surprise to him. “I was only helping the community without expecting any recompense,” he said, adding that “I have always strived to make places and people better than I found them.”

During the event, Dr. Rotich launched three books that he authored titled “*Influencing for impact*,” “*Call to destiny*” and “*Quest to serve*.”

Dr. Rotich said the books were deliberately written to

make people discover their God-given assignment in life, awaken leaders to influence and have an impact on the lives of people and enlighten those who are bestowed with the leadership responsibility to prioritize their clients’ interests.

Present during the ceremony were, PSC Vice-Chairperson Ms. Charity Kisotu, Commissioner Dr. Reuben Chirchir, Deputy Commission Secretary Mr. Remy Mulati and other secretariat staff. Others included Bishop Jackson Kosgei of Worldwide Gospel Church of Kenya and Kapsogut residents.

## Postal Corporation recognizes Dr. Obong'o for good work



PSC Vice Chairperson Ms. Charity Kisotu presenting a certificate of recognition to Dr. Sylvester Obong'o. Looking on is Mr. Patrick Omulo from Postal Corporation of Kenya

By Badi Khamis

**T**he Postal Corporation of Kenya on 1st October 2021 awarded a certificate of recognition to PSC Director for Performance and Service Delivery Improvement, Dr. Sylvester Obong'o for his contribution in spearheading service delivery reform of the Corporation.

Speaking during the event at a hotel in Nairobi, the Postal Corporation CEO representative Mr. Patrick Omulo said that the reform that was initiated has rerouted the entity towards the path of profitability.

"The service delivery of the Corporation has tremendously improved," he asserted.

Dr. Obong'o revealed that the reform was an outcome of the Rapid Results Initiative (RRI) launched by the Public Service Commission in January 2021.

"The RRI was done in two phases. The first one started in January and followed by the second in April 2021," he said.

Public Service Commission CEO, Dr. Simon Rotich congratulated Dr. Obong'o for the excellent work he exhibited at the corporation.

"The ameliorated services at the Corporation will go a long way to enhance the country's economy and create employment opportunities," he said.

PSC embarked on Rapid results Initiative across the public service in 2019. The initiative involves business re-engineering processes in government departments geared towards reforming service delivery and a hallmark of optimal and efficient services to the citizens

Present during the occasion were, PSC Vice-Chairperson Ms. Charity Kisotu, Commissioners and senior management staff.

## Interviews conducted for Member, Ethics and Anti-Corruption Commission

By Pauline Muriuki

**T**wenty-one candidates for the two positions of Member for the Ethics and Anti-Corruption Commission (EACC) appeared for interview at the Public Service Commission from 28<sup>th</sup> to 30<sup>th</sup> September, 2021.

The candidates included 11 females and 10 males drawn from across the counties, and were shortlisted from a total of 427 applicants.

Names of two successful nominees shall be forwarded to His Excellency the President for appointment as provided for in the law. They will serve for a

single term of six years and will not be eligible for re-appointment

The positions fell vacant following the resignation of two EACC commissioners on 1<sup>st</sup> September 2021.

Pursuant to Sections 9 (b) and 10 (1) of the Ethics and Anti-Corruption Commission (Amendment) Act, 2015, the Public Service Commission invited applications from suitably qualified Kenyans to fill the positions through the print and digital media on 14<sup>th</sup> September, 2021.

The advertisement, which

closed on 27<sup>th</sup> September, 2021 attracted 427 applicants of whom 21 were shortlisted. The Commission published the names of shortlisted candidates in print media on 22<sup>nd</sup> and 23<sup>rd</sup> September, 2021 and provided the interview schedule for the candidates.

In line with the requirement for public participation, the Commission also invited members of the public to give any relevant comments on any of the candidates, so as to reach the Commission by close of business on Monday 27<sup>th</sup> September, 2021.

## Position for Public Service Commission Chairperson Advertised

By Pauline Muriuki

Persons interested in the post of the Chairperson for Public Service Commission had up to Friday 29<sup>th</sup> October 2021 to submit their applications.

The Selection Panel tasked with selecting nominees for appointment of the Chairperson has invited suitably qualified persons to apply for the position through a widely circulated advertisement

The advertisement was carried in the Standard and Daily Nation newspapers on Thursday 14<sup>th</sup> October 2021 and subsequently on Monday October 18, 2021.

This is in conformity with the law which requires that the selection panel invites applications from persons who qualify for nomination and appointment within seven days of its convening, by advertisement in at least two daily newspapers of national circulation.

Names of all applicants and the interview schedule of the shortlisted candidates will be published in the Kenya Gazette, the PSC website [www.publicservice.go.ke](http://www.publicservice.go.ke) and in two daily newspapers on lapse of the application deadline.

Shortlisted candidates will be expected to produce originals of identity cards, academic and professional certificates and transcripts during the interview. Clearance is also required from the relevant authorities.

The seven-member Selection Panel was appointed by His



*Mr. Kennedy Kihara, Principal Administrative Secretary in the Office of the President and Chair of the Selection Panel of nominees for appointment as PSC Chairperson*

Excellency the President Uhuru Kenyatta via a *Gazette Notice No. 10282* dated 28<sup>th</sup> September, 2021, in exercise of the powers conferred by section 7 (3) of the Public Service Commission Act, 2017 and in accordance with the procedure set out under paragraph I (I) of the First Schedule to the Act.

The position fell vacant following the death of the then Chairperson Mr. Stephen Kinyanjui Kirogo on 14<sup>th</sup> May, 2021.

President Kenyatta declared the vacancy through *Gazette Notice Number 8626* of 23<sup>rd</sup> August 2021.

The Head of State named Kennedy Kihara, Charles Mwanza Mutinda, Prof. Nura Mohammed, CPA Edwin Nyabuga Makori, CHRP Quresha Abdullahi Ahmed, Dr. Joyce Sitonik, and Ruth Wambeti Ruraa to be members of the selection panel.

Within 21 days, the selection

panel is required to consider the applications received; short list the applicants; conduct interviews of the shortlisted candidates; and shortlist three qualified applicants for the position.

The names of the three successful candidates will be forwarded to the President for approval.

The nominated candidate will be required to face the National Assembly for vetting and approval pursuant to Public Appointments (*Parliamentary Approval Act No. 33 of 2011*).

By a Gazette notice, the President will then appoint the Chairperson within seven days in accordance with the Public Service Act.

The successful candidate will serve on full-time basis for a single non-renewable term of six years.

## Performance and service delivery in public service get legal backing

By Habel Shiloli and Selina Iseme

**P**ublic institutions and individual public officers under the constitutional purview of the Public Service Commission shall be required to account for their work performance as a legal obligation.

This follows the coming into effect of the Public Service Commission (Performance Management) Regulations, 2021 that were published under Legal Notice No. 114 in the Kenya Gazette on 4<sup>th</sup> August 2021 and approved by parliament on 31<sup>st</sup> August 2021.

The Regulations which are available on PSC's Website outline roles and responsibilities of Cabinet Secretaries, Principal Secretaries, Boards of State agencies, Performance Contracting Secretariat and Performance Contracting Committees in enhancing compliance.

Apart from defining the roles of different public institutions, the Regulations also promote the constitutional values of transparency and accountability and public participation by requiring institutions to publish their strategic plans, the signed performance contracts and the evaluated results.

The citizens, who are the recipients of public services, will be able to confirm whether public institutions delivered what they committed and were funded to do in any financial year.

The Regulations provide guidelines on planning for efficient and effective delivery of services both at organizational and individual employee level. Public institutions are required to

develop strategic plans from which annual targets will be drawn and incorporated in the annual performance contracts. The targets in the performance contract signed by the public institutions will then be cascaded to individual employees.

The regulations further embed mechanisms for monitoring and evaluation of the agreed targets. They also provide for recognition of excellent performance and sanctioning of poor performance as a way of enhancing efficiency and effectiveness.

The Public Service Commission conducted a sensitization Webinar on the Regulations for over 300 representatives from Ministries, State Departments, State Agencies (MDAs) on Tuesday 26<sup>th</sup> and over 600 representatives from State Corporations and Public Universities on Wednesday 27<sup>th</sup> October 2021.

The Commission Vice-Chairperson Ms. Charity Kisotu, in her official opening remarks, noted that the key objective of the performance regulations is to mainstream the constitutional values of efficiency and effectiveness in service delivery, transparency, accountability and public participation.

"The Regulations are designed to link the resources a public organization receives to outcomes as defined in the organization's Strategic Plan," she said.

Ms. Kisotu stated that the government has over the years set performance management standards for the public sector, few of which are embedded in legislation, leading to low compliance rates.

"This is what the Regulations intend to cure," she asserted. She revealed that "a public officer who breaches the Regulations shall face disciplinary action."

The Vice-Chair explained that the process of developing and the subsequent gazettelement of the Regulations was a consultative one, bringing on board views from a cross section of stakeholders.

"Among the stakeholders were Constitutional Commissions, Ministries, Departments and State Agencies, State Corporations, Public Universities, County Public Service Boards, Professional Bodies and Associations, and Trade Unions," she said.

Ms. Kisotu stated that the Constitution of Kenya 2010, specifically, Article 232 obligates public institutions and public officers to observe high standards of professional ethics in service delivery; to promote efficiency, effectiveness and economic use of resources; to involve the public in policy making; promote transparency and accountability; and provide timely access to information.

She noted that the Constitution requires the Commission to promote these values throughout the public service, evaluate the rate of compliance with the values and prepare and submit an annual report to the President and Parliament.

"As a Commission, it is our expectation that the Regulations will go a long way to improve service delivery," she said.

## Value-based leadership critical in realizing a citizen-centric public service

By Juma Gabriel, PhD, MKIM

**P**ublic officers are expected to uphold and live the national values and principles of governance in Article 10 and the values and principles of the public service in Article 232 of the Constitution.

The public service values and principles in Article 232 define what the public service stands for and guide the behavior and conduct of public officers. The values and principles of public service when read together with the Code of Conduct for Public officers are supposed to promote ethical conduct by public officers.

Kevin Murray in his book "People with Purpose" argues that values are beliefs in action. Values drive beliefs and beliefs drive behaviours. He further argues that values, if truly lived in an organization, become a competitive edge that enables and drives all the right behaviours.

Similarly, Paul Polman, Global Chief Executive of Unilever argues that values build trust. He says that having the right values and trust stimulate innovation in an organization. Therefore, values represent the moral norms of the society, within which they operate.

Having a shared sense of mission and values is inspiring, empowering and liberating. It creates enormous value in public organization that has brought them to life.

According to Xerox CEO Anne Mulcahy, values helped save Xerox during the worst crisis in the history of Xerox. She notes that living the values has been one of Xerox's five performance objectives for the last several years.

Kevin Murray holds the strong belief that articulating values and purpose is one of the most



Dr. Gabriel Juma

important jobs of leadership. He observes that upholding and living the values by the leadership has a trickle down effect in an organization.

This view is supported by Kouzes Posner in his book titled "The Leadership Challenge." He argues that leaders go first; they set an example and build commitment through simple, daily acts that create progress and momentum. He says leaders model the way through personal example and dedicated execution. Further, he stresses that leaders' deeds are far more important than their words and must be consistent with them.

In our situation, "The Final Report of the Constitution of Kenya Review Commission" 2005 also famously known as the Ghai Report, Kenyans wanted the re-establishment of the principles of public service, neutrality, impartiality and independence.

Kenyans advocated for appointment and promotion to be transparent and based on merit after regular interviewing procedures.

In addition, Kenyans emphasized the importance of public officers being accountable to the people, upholding the code of conduct and ethics and filling of financial disclosures.

Kenyans also expected that public resources be used prudently and that officers who misuse government resources be investigated and if found guilty be prosecuted and all resources confiscated.

On diversity, Kenyans wanted the constitution to recognize and celebrate the diversity of Kenyan people and that our shared values should form the basis for development of a national culture.

Additionally, Kenyans wanted a constitution that extols the democratic values of transparency, accountability, respect for human rights and social justice. Alongside this, the people of Kenya demanded full involvement in the running of public affairs in making decisions on issues which affect them such as spending public money, managing natural resources, dispute resolution, making laws, policy formulation and planning on development programmes.

The report further identified the Public Service as an important component of the executive organ of Government and was crucial for national cohesion and independence. Additionally, the report indicated that the public service exists to implement government policies and laws and provide manpower to deliver public services.

Mainstreaming the values and principles in a public institution's service delivery charter and work processes will translate to efficient and effective service delivery only if the commitments on the service charters are upheld by all the officers serving in that institution. The demand by Kenyans therefore informed the provisions as espoused in Articles 10 and 232 of the constitution.

## PSC IN PICTURES



(L-R) PSC CEO Dr Simon Rotich, Cabinet Secretary Interior and Coordination of National Government Dr. Fred Matiang'i, PSC Vice Chairperson Ms Charity Kisotu and Commissioner Andrew Muriuki during the commissioning of the newly recruited Assistant County Commissioners in Meru



Participants during the launch of the capacity-building program for mentors and coaches from Ministries, State Departments and Agencies (MDAs) under the Public Service Internship Program (PSIP) at the Kenya School of Government, Embu campus



PSC Vice Chairperson presenting a gift to the Chairman, National Administration and Security Committee of the National Assembly Hon. Peter Mwathi when he paid her a courtesy call in her office at Commission House. Left is MP Teso, Hon. Oku Kaunya, a member of the Committee and right is PSC CEO Mr. Simon Rotich.



Mr Patrick Omulo from postal corporation making his remarks during the presentation of a certificate of recognition to Dr. Sylvester Obong'o



PSC head of Public Communication Mr. Browne Kutswa (right) charts with the PSC CEO during the CEO's honorary doctorate award ceremony at Kapsogut village, Kericho county



(L-R) Commissioner Reuben Chirchir, Director HRMD Ms Joan Machayo, PSC head of legal services Ms Jaqueline Manani and PSC Vice Chairperson presenting a gift to PSC CEO immediately after he launched his three books



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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 Directorates

- 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
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