



## Chairman Kirogo Presents PSC Submissions to BBI

By Badi Khamis & Habel Shiloli

**P**ublic Service Commission joined other Kenyans to give views to the Building Bridges to Unity Advisory Task Force at the KICC on 9<sup>th</sup> August 2019.

Chairman Mr. Stephen Kirogo in his presentation, noted the emerging challenges in achieving diversity, inclusivity and uniform norms and standards in the human resource management across the entire public service, especially the county governments.

He attributed the situation to having Public Service Boards (PSBs) in each county, which operate independently of the Public Service Commission and independent of each other.

He observed that lack of secured independence of the PSBs has subjected them to manipulation by the Counties' executive arm.

Mr. Kirogo underscored the importance of having an effectively functioning public service, which world over has worked as a tool to stabilize many countries in times of crisis.

"The Commission is therefore vouching for a strong professional public service that can stand the test of time and situations," he said.



*PSC Chairman Mr. Stephen Kirogo presenting the Commission's input to the Building Bridges Initiative to Unity Advisory Task Force Vice Chairman Mr. Adams Oloo at the KICC*

He reiterated the importance of professionalism in the public service noting that it is a vital component in enhancing productivity and steady economic growth and development.

"We as a country cannot therefore compromise on it," he added.

Contained in the memorandum were recommendations to expunge, refine and or add sections in various Articles of the Constitution that guide the human resource function in order to address some of the challenges currently being encountered, among them the nurses'

unrest.

The Taskforce Vice Chairman Mr. Adams Oloo thanked the commission for the submissions which will be considered alongside other submissions so far received by the task force.

Chairman Kirogo was accompanied by Vice Chairperson Charity Kisotu, Commissioners, Mary Mwiandi, Patrick Wamoto, Reuben Chirchir and CEO Simon Rotich.

Others were PSC Senior Secretariat staff, including Commission Counsel Jacline Manani.

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## Staff recruited to operationalize Mwai Kibaki Level 6 Referral Hospital

By Badi Khamis

**T**he long wait by the people of Nyeri County for Mwai Kibaki Level 6 referral Hospital in Othaya to open its door has come to an end.

The hospital, which was unveiled in 2010 by the former President Mwai Kibaki, opened its doors to patients on Tuesday 13<sup>th</sup> August 2019.

Public Service Commission facilitated recruitment of 527 staff who reported by end of July 2019, as the process to add more staff to the facility still continued.

Chairman Stephen Kirogo, led PSC Commissioners on a familiarization visit to the hospital on 2<sup>nd</sup> August 2019 and held a consultative meeting with the Nyeri County Governor Mutahi Kahiga and the hospital operationalization taskforce.

Speaking during the meeting the Chairman expressed his satisfaction with the work well done by the hospital operationalization taskforce.

He assured them of the Commission's full support in ensuring prompt availing of the remaining personnel.

Mr. Kirogo lauded the Governor and the taskforce for their commitment to ensure that the facility is made ready for serving its intended purpose.

He stressed that the Commission's strategic focus is to achieve a citizen-centric public service, which will ensure that public service delivery has a direct positive impact on the



*PSC Chairman Mr. Stephen Kirogo addressing a congregation during the visit to Mwai Kibaki Level 6 Hospital in Othaya, Nyeri*

citizen.

“We want a public service that focuses on the needs of the citizens,” he said.

The Nyeri County Governor observed that the project was a clear demonstration that collaboration between the County and the National governments can yield great development aimed at benefitting the citizen.

He noted that the operationalization of the hospital is a step forward towards ensuring achievement of Universal Health Care.

It is expected that the facility will provide timely healthcare services to the people of Nyeri County and beyond, including the neighboring counties such as Laikipia, Murang'a and Kirinyaga.

It will also ease congestion of referral cases at the Nyeri County Referral Hospital.

**“The operationalization of the hospital is a step forward in ensuring Universal Health Care is a success,”**

**- PSC Chairman Stephen Kirogo**

## PRSK admits PSC Chairman to its College of Fellows

By Badi Khamis

**P**ublic Service Commission Chairman, Mr. Stephen Kirogo has been admitted to the Public Relations Society of Kenya (PRSK) College of Fellows.

The ceremony took place at the PRSK offices in Nairobi on 9<sup>th</sup> August 2019 and was officiated by the PRSK Chairman Mr. John Mramba.

Mr. Kirogo was admitted as a PRSK Fellow due to his immense contributions to the promotion of the public relations profession in Kenya.

PRSK Fellows play an advisory role to the Council on matters of professional ethics, and other matters.

Persons admitted to the college of fellows are honored with



*PSC Chairman Mr. Stephen Kirogo (center) receiving his Fellowship certificate from PRSK Chairman Mr. John Mramba.*

life membership of the Society and exempted from paying annual subscription fee.

## Interviews for Intelligence Service Complaints Board concluded

By Pauline Muriuki

**I**nterviews for Chairperson and members of the Intelligence Service Complaints Board were concluded on Friday 9<sup>th</sup> August 2019 at the Commission House.

Six candidates who were shortlisted to compete for the Chairperson's position were interviewed on 5<sup>th</sup> August 2019.

They included Hon. Bonifance Okhiya Otsiula, Dan Johua Kasina, Nyamodi Paul Don-Phillip, Capt. Collins Wanderi Munyiri, Kennedy Keanngo Nyaecha and Mwangi Timothy

Kariuki. The post attracted a total of 8 applicants.

For appointment to this position, candidates were required to be citizens of Kenya; hold a law degree from a university recognized in Kenya, or advocate of the High Court of Kenya, or possess an equivalent qualification in a common-law jurisdiction.

They were also required to have at least ten years' experience as a superior court judge or professionally qualified magistrate.

Additionally, those with 10 years' experience as a distinguished academic or legal practitioner or such experience in other relevant legal field would be considered for appointment.

24 other candidates were shortlisted for the Board member position, one each from the categories of advocate, retired intelligence officer, and the public service.

The positions were advertised in March 2019.



## Establishment of a Contact Centre at PSC gains momentum



Mr. Erick Buhasio (left) from Dimensions Data giving highlights on how the call centre will operate to CEO Mr Simon Rotich (right). Looking on is Deputy Director Public Communication Mr Browne Kutswa (second right) and an ICT intern.

### By Habel Shiloli

On 9th August 2019 the CEO Simon Rotich undertook a practical test of the functionality of the call centre at PSC.

The Contact Centre, which is one of the flagship projects of the current Commission aims at easing communication and linkage between the public and government service delivery.

Once it is fully established, the system will create personalized citizen experiences for the citizens,

making them the centre of public service delivery.

Its success will optimize workforce productivity, remove communication silos and improve citizen lifetime value.

The project will be upgraded in three phases.

According to the implementers of the project, the Ministry of ICT's Government Unified Communication team and Dimension Data, the traditional channel of voice only will transition into the advanced technology, where various channels will be integrated in communication.

These will enable citizens to contact government through e-mail, facebook, web chat, whatsapp, among others.

Phase three which will be the ultimate, will provide real-time and historical capabilities of the system.

The establishment of a contact centre at Public Service Commission is the beginning of a roll out of the system, which will connect all government ministries, departments, agencies and state corporations with a view to respond effectively and efficiently to citizen needs.

## Homa Bay County Assembly Benchmarks with PSC on Performance



PSC CEO Mr. Simon Rotich addressing Homa Bay County Assembly officials during their visit to the Commission on 8<sup>th</sup> August 2019

**By Pauline Muriuki and Cheryl Andaye**

**M**embers of the Homa Bay County Assembly visited the Public Service Commission on 8<sup>th</sup> August 2019 for benchmarking.

The objective of the visit was to seek guidance and learn from the Commission's established systems in the area of Performance Management.

In his welcoming remarks during the consultative meeting at the Commission House Annex Boardroom, the PSC CEO Mr. Simon Rotich informed the team that the Commission is always prepared to help build human resource capacity in the counties as need arises, in line with its constitutional mandate.

Among the issues raised by the County Assembly members was the need for performance improvement, professionalism, development of a new strategic plan.

PSC's Director for Performance and Service Delivery Improvement, Dr. Obong'o

emphasized on the importance of improving performance management in public service.

"We must appreciate the aspect of organizational performance before we drill down to individual performance, and this is a leadership issue of the entire organization. We can then develop a performance management system for Homa Bay," he said.

Dr. Obong'o added, "As a County Public Service Board at county level and PSC at national level, we must recognize that our development efforts can be managed, measured and improved.

"We must shift our focus from processes to results and acknowledge that socio-economic development of our citizens is absolutely essential to our success as a public service at levels," said Dr. Obong'o.

He emphasized the need for effective 'people strategy,' proactive and visionary leadership, performance-focused workplace,

flexible and motivating work environment, a learning and innovation organization, and progressive employee relations in order to achieve excellence.

The Director Human Resource Management and Development, Dr. Joan Machayo shared on various aspects of Human Resource.

She pinpointed frameworks such as the legal framework, appointment and its process, uniformity of norms and ways of identifying what hinders the process.

The Homa Bay team included Mr. Stephen Ojako, Mr Samuel Adera, Ms. Faith Opuko, Mr. Gabriel Awiti and Ms Sharon Oranga.

Also present from PSC was Anastasia Kariuki, Deputy Director Finance & Planning.

***"The Commission is always prepared to help build human resource capacity in the counties as need arises," - Mr. Simon Rotich, CEO***

## Candidates interviewed for Masinde Muliro university VC and DVCs

By Pauline Muriuki

**M**asinde Muliro University of Science and Technology will be the first public university to have its dons recruited by the Public Service Commission after the amendment of Universities Act 2012.

The signing of a Statute Law (Miscellaneous Amendment to Universities Act 2012), Special Issue of Kenya Gazette Notice dated 4<sup>th</sup> January 2019 gave the Commission power to advertise, recruit and recommend Vice Chancellors (VCs) and Deputy Vice Chancellors (DVCs) for appointment in public universities.

Interviews for one post of Vice Chancellor and three posts of Deputy Vice Chancellors in the departments of Academic & Student Affairs; Administration & Finance; and Planning, Research & Innovation were conducted at the Commission House, Nairobi from 5<sup>th</sup> to 9<sup>th</sup> August 2019

In an advertisement that was circulated in MyGov publication of 2<sup>nd</sup> April 2019 and published in MyGov website as well as the Commission's website, interested candidates were required to apply by 23<sup>rd</sup> April 2019.

To be considered for shortlisting the applicants were expected to meet the requirements provided, among them: be a holder of a minimum of PhD degree from a reputable

university as well as a full professor of a university recognized in Kenya; demonstrate experience in their relevant fields; and be registered members of relevant professional association.

Other qualifications included demonstrating ability and competence in administrative and academic leadership in an academic and research environment; have a good understanding of the national policies and strategies governing University education training in Kenya, among other qualifications.

The post of Vice Chancellor attracted 13 applicants out of which eight were shortlisted for interviews.

Ten applicants were shortlisted for the post DVC Academic & Student Affairs while seven were shortlisted for the posts of DVC Administration & Finance and Planning, Research & Innovation respectively.

The new VC will replace Prof Fredrick Otieno who exited after serving for only one term.

## Recruitment of Interns for MDAs in progress

By Cheryl Andaye

**U**nemployed graduate youths both across the country, who will qualify through the recruitment process will soon be offered internship opportunities in government ministries, departments, agencies and state corporations.

The roll out is targeted for September 2019 under the coordination of Public Service Commission.

It is one of the Commission's flagship programmes during the Financial Year 2019/2020.

A recruitment exercise for 3,200 interns is ongoing, and applications will close on 16<sup>th</sup> August 2019.

Interviews will be

decentralized and conducted in different regions of the country for convenience and diversity.

An advertisement that was placed in MyGov pullout of July 2019 has so far attracted over 10,000 applications.

Successful recruits will be entitled to: sick leave, annual leave and compassionate leave as applicable in the prevailing public service regulations; payment of monthly stipend and subsistence allowance when out of duty station at the rates prescribed in the public service guidelines; and certificate of Internship Program among other benefits.



## Citizen Service Charter in other jurisdictions – the UK experience

By Juma Gabriel

**F**ocus on satisfying the needs of citizens has become a core element of public sector reform globally.

Many countries, the world over, have come up with innovative ways of delivering services to citizens effectively and efficiently by shifting focus from service providers to service receivers.

To this end, the citizen charter as a tool has yielded positive results and ensured better citizen satisfaction in various jurisdictions.

Citizen charter was first introduced in the UK by the Conservative Government of John Major in 1991, as a National Programme that aimed at continuously improving the quality of public services.

The programme was later relaunched under the new label 'Service First' in 1998 by the Labour Government of Tony Blair with the aim of strengthening transparency, accountability and public involvement in the delivery of public services.

Later in 1992 the UK government launched an award for organizations that had achieved excellent customer service in the public sector, and Parliament indicated that the Charter Mark was an integral part of the citizen's charter programme. I

n 2011 the Charter Mark programme was replaced by a new customer service excellence standard. This became the sole award for customer service in the public sector.

In order to provide



*Gabriel Juma*

citizen-centric service in the UK, the Institute of Customer Service undertakes an online survey twice a year (January and July), since 2008, to determine the state of customer satisfaction for 13 key sectors, 11 in the private sector as well as the local and national public sectors. Customers are asked to rate their experience of dealing with a specific organization in the previous three months.

After the UK initiative, a number of countries also introduced service charters. Some of these countries included France (Chartedes services publics), Belgium (Public Service Users charter), Spain (the quality observatory) in 1992; Malaysia (client charter) in 1993; United States (Customer first), Portugal (The quality charter in public services), Jamaica (citizen's charter) in 1994; and Canada (service standards initiative) in 1995;

Others included Australia

(service charter), India (citizen's charter), South Africa (people first) in 1997, Sweden (citizens service) in 1998; Tanzania (customer service charter) in 2001; Kenya and Bangladesh (citizen charter) in 2005 and 2007 respectively; and most recently Ethiopia (citizen charter) in 2012. Others include Argentina, Costa Rica, HongKong, Namibia and Samoa.

Prof. Gavin Drewry, is a political scientist specializing in public administration and public sector reform in UK civil service.

In his article titled 'Citizen's charters: Service Quality Chameleon' and published in Public Management Review Journal in 2005 observed that actual contents of charters and the motives for their introduction differed from one country to the other.

In some countries there has been substantial motivation to improve performance; in others the main goal has been to justify government performance; while in some cases the major driving force has been pressure from donors.

Generally, many scholars agree that adoption of citizen charters has enhanced the quality of service delivery.

They further argue that the world is moving into more customer oriented service provision system and citizen charter is becoming more and more important in contemporary world.

## Why you need to keep yourself hydrated

By **Kenneth Muchira and Griffins Omondi**

**A**n effective workout routine involves more than just the exercises that you do.

It is a complete package of different components that need to go together harmoniously for the expected results to be achieved.

These components include proper dieting, proper sleeping patterns, proper exercises and exercise techniques and consistency, and proper hydration before, during and post-workout, which is our today's point of focus. Though this list is not comprehensive, carries the most important.

The absence of one or more of these can either derail or give you the complete opposite of the results you expected.

For example, doing back exercises with the aim of relieving back-pains can aggravate the problem if the proper techniques are not adhered to. Hence there is a big difference between 'getting it done' and 'getting it done right.'

Hydration is one crucial element that is usually overlooked. Whether you are frequent at the gym or not, water should be part of your daily life.

This becomes especially important to fitness enthusiasts. Many people are confused on whether they should drink water during their exercise. Yes, you should. In fact, you should drink water a few minutes before your



*PSC officers during a training session at the gym*

workout session, sip water throughout your workout session and drink water thereafter.

We need adequate water so that our muscles can work. Muscle Mass is made up of 70-75 percent water, remember? Proper hydration improves both physical and mental performance, and without it, both suffer.

There does not exist a one-fits-all approach on hydration, but you will be safe to follow some general guidelines.

It is important to note that hydration depends on individuals. Whatever you put out, you need to put back.

You can monitor the amount of fluid you lose during training by checking the number of bathroom breaks you take, how much you spit, how much you sweat, or how heavy you have been breathing during your workout.

Evidently, some people lose

more than others. The more you lose the more you need to take back in.

Lack of enough fluids in the body often leads to muscle cramps, fatigue and injury.

Water is so good that it improves and helps you maintain performance throughout your session. Dehydration can make you feel like the exercise is harder than it actually is.

However, there is danger in drinking too much – over-hydration.

This can make you feel sick during your workout. It also gets a bit uncomfortable doing some exercises with your stomach full of water. The trick is to only take regular small sips, just to keep you going.

**Kenneth Muchira and Griffins Omondi** are fitness consultants at the **Public Service Commission** gymnasium



# PICTORIAL: VISIT TO MWAI KIBAKI LEVEL 6 HOSPITAL, NYERI



Commissioner Patrick Wamoto chats with Commissioners (L-R) Mary Mwiandi, Andrew Muriuki and Reuben Chirchir



Nyeri County Governor, Mr. Mutahi Kahiga showing Commissioners and other visitors some of the facilities at the Hospital



A Ministry of Health official explaining the usage of some Hospital equipment to Commissioners and other visitors



PSC Chairman Stephen Kirogo giving his remarks during the consultative meeting



Commissioner Andrew Muriuki chats with Ministry of Health officials



The consultative meeting in progress



## PSC IN PICTURES



*CEO Mr Simon Rotich hands over to Mr Moses Isika monetary contributions from PSC family following the passing on of his mother in February 2019. On the left is the Director Administration Mr Gerald Kuhaka*

*L-R: Deputy Director Finance & Planning Anastasia Kariuki, Director Performance and Service Delivery Improvement Dr Sylvester Obong'o, CEO Mr Simon Rotich and officials from Homa Bay County Assembly pose for a photo in the Annex Boardroom*



*PSC Chairman Mr Stephen Kirogo (left) speaking during the Building Bridges Initiative forum at the KICC on 9th August 2019. Seated next to him is the Chief Commission Counsel Jacqueline Manani*

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### Vision

A Citizen-centric public service

### Mission

To reform and transform the public service for efficient service delivery

### Core Values

- Integrity
- Diversity
- Professionalism
- Innovation
- Team-work
- Citizen focus

### Public Service Commission departments

- 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

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Simon K. Rotich, EBS