



MDAs and State Corporations request for more interns

By Pauline Muriuki

Public Service Commission has begun the process of recruiting additional interns, following requests from Ministries, Departments, Agencies (MDAs) and State Corporations.

The additional group will join the initial 3100 interns that were deployed to various Ministries, Department, Agencies (MDAs) and State Corporations under the Public Service Internship Programme (PSIP) for this financial year.

Their last day for reporting to their duty stations is 31st October 2019.

The advert requesting for additional applicants was carried in MyGov pullout of 15th October 2019, closing on 29th October 2019.

Duties to be performed by the interns will include mutually agreed upon work assigned by the supervisors; documenting relevant skills acquired in their areas of deployment; and actively participating in any relevant mentorship activities and additional responsibilities designed for the programme.

The Public Service Internship Programme is part of the broader initiatives by



Cabinet Secretary, Ministry of Information and Communications Mr. Joe Mucheru presenting an appointment letter to one of the interns. Looking on is the Deputy Commission Secretary Ms. Jane Chege

government to empower the youth and prepare to take up local and international job opportunities.

PSIP will offer 12 months of work experience in the public service, exposing the candidate to the working environment, practical skills in their area of specialization, gaining greater knowledge of public service and opportunity to benefit from mentors and experienced public servants.

During the programme, interns will develop a variety of soft skills that include communication skills, influencing skills, presentation skills, personal effectiveness and creative problem-solving skills, among others.

The programme will

also provide them with insight into the world of work, allowing them to build on the theory learnt in college and learn from its application at the work place.

The objectives of the programme are to enhance youth development and employability by creating clear linkages between education, training and work; Provide hands-on experience to build upon skills learned in the classroom; Indoctrinate the interns on public service etiquette, values and ethics; Establish a database of skills available to the public service for future HR needs; and Promote inclusivity, diversity as envisaged in the Constitution.

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Constitutional Commissions and Independent Offices converge in Kericho

By Browne Kutswa

The 8th Annual Congress of Constitutional Commissions and Independent Offices (CCIOs) was held in Kericho from 16th to 18th October 2019.

The theme was “Promoting Accountability and Citizen Access to Quality Public Service.”

Deputy President, Dr. William Ruto who officially opened the forum at Kericho Green Stadium challenged the CCIOs to ensure that their impact is felt by the citizen on the ground as envisaged by the Constitution.

Invited participants and the general public variously interacted with the CCIOs through thematic plenary discussions and respective exhibitions.

Chairpersons, Mr. Stephen Kirogo, Public Service Commission, and Rtd. Archbp. Dr. Eliud Wabukala, EACC gave public lectures at the University of Kabianga and Kenya Highlands University, respectively.

Plenary sessions discussed Promotion of accountability, good governance and transparency; The role of financial and legal oversight in promoting accountability good governance and transparency; and Performance of CCIOs in promoting accountability, good governance transparency among others.



CRA Chairperson Dr. Jane Kiringai addresses the press during the CCIOs Annual Congress in Kericho. On her right is the Kericho Governor Prof. Paul Chepkwony. On her left is the CAJ Chairperson Florence Kajuju.

For the next one year, the CCIOs resolved to approach government service delivery through partnerships and collaboration for efficiency, effectiveness and greater impact on the citizens; protect the sovereignty of the citizen from political interests fearlessly and selflessly; establish and publicize feedback mechanism at grass root on services offered; embrace IT platforms for greater transparency and accountability in the discharge of mandate.

They also resolved to adopt innovative approaches to financing programmes and projects through strategic partnerships with stakeholders; increase outreach programmes

that focus on citizen empowerment and engagement and Develop specific strategies and measures to address special interest groups;

The forum Chairperson who is also the chairperson of the Commission on Revenue allocation, Dr. Jane Kiringai was unanimously re-elected as chair for one more year.

She lauded her colleagues for the cooperation rendered to her during her previous tenure and urged them to continue with the same spirit.

The forum is an annual event which is aimed at providing the citizens with an opportunity to interact with Commissions and share their views on how to strengthen governance.

Chairman Kirogo delivers a public lecture at the University of Kabianga



PSC Chairman Mr. Stephen Kirogo addressing students and staff of the University of Kabianga

By Badi Khamis

The Public Service Commission (PSC) Chairman Mr. Stephen Kirogo delivered a public lecture at the University of Kabianga on Public Service Internship Program (PSIP) - strengthening leadership for future public service.

The lecture, delivered on 17th October was part of the programme for the 8th Annual Congress of Constitutional Commissions and Independent Offices (CCIOs) held in Kericho from 16th to 18th October 2019.

Mr. Kirogo, who spoke to

the students and their lecturers underscored the importance of involving the youth in policy making in the country.

He said the internship program is a beacon of hope for the youth joining and serving in public service.

"You the youth must prepare to join the service because if the public service functions properly, the lives of all will improve," he said.

He noted that the interns who have been recruited will be engaged in high level assignments in public service as part of on-job training.

The chairman stressed that

the program is an opportunity for young graduates to participate in national building and steer the country to economic supremacy.

"Our youth constitute the future of this country, therefore we must not see them as a problem but the solution to our challenges," he said.

Present during the lecture were representatives of CCIOs, PSC Commissioners and CEO, and Kericho Deputy County Commissioner and the University of Kabianga Vice Chancellor.

Staff undergo sensitization on PSC Strategic Plan 2019-2024



Deputy Director Performance Contracting Mr. Joshua Njagi addressing PSC staff during the sensitization program

By Badi Khamis

A one-day sensitization program to enlighten the Public Service Commission (PSC) staff on the Commission's Strategic Plan 2019-2024 was conducted at Commission House from 16th to 23rd October 2019.

The initiative aimed at ensuring that all staff are on board and able to fully contribute to the successful implementation of the plan.

In a memo to all the secretariat staff, the PSC CEO Mr. Simon Rotich said that the objective of the activity is to ensure the staff has a common understanding of the new strategic direction, new vision and mission of the Commission

The Deputy Director

Performance Contracting Mr. Joshua Njagi who was a facilitator in one of the sessions, said that the Commission has embarked on ensuring that all its undertakings are geared towards meeting expectations of the citizens.

"There is need for each one of us to understand our role in realizing a Citizen - Centric Public Service," he said.

Facilitators gave staff an overview of PSC Strategic Plan 2019-2024, Strategy Implementation Structure and Skills Development, Strategy Implementation, the mandate of the Commission: Interpretation, current status and way forward and strategy monitoring and evaluation.

PSC launched its five years strategic plan on 24th September 2019. The plan's strategic direction

emphasizes on improving performance, professionalism, and productivity in a citizen-centric approach.

The plan was structured to prioritize the citizen, placing them at the core of all designed Commission's activities.

It also outlines the Commission's strategic goal of transforming the public service for efficient and effective service delivery for realization of national development goal.

The new vision of the Public Service Commission is to have "A citizen-centric Public Service.

The mission is to transform the public service for efficient and effective service delivery, while core values include Citizen Focus, Professionalism, Innovation and Teamwork.

JICA officials pay courtesy call on Public Service Commission



PSC Chairman Mr. Stephen Kirogo discussing with the JICA Country Representative Miku Hoshino (centre) and her assistant Wakako Hashimoto in the Commission Boardroom

By Pauline Muriuki

The Public Service Commission hosted members of the Japanese International Cooperation Agency (JICA) on 15th October 2019 at the Commission House. The JICA members were on a mission to identify possible areas of collaboration with the Government of Kenya especially in matters of capacity building for civil servants.

The JICA Country Director, Miku Hoshino met with the Public Service Commission Chairman Mr Stephen Kirogo and PSC Commissioners to discuss the programme that seeks to make the public sector more efficient in service delivery.

While speaking during the meeting held in the Commission boardroom, Mr

Kirogo mentioned that the government is keen on such collaborations that seek to capacity-build the public service in the country on governance and ethical values.

“Our work is to identify needs to the Japanese government so as to get the right skills on areas of governance and productivity,” said Kirogo.

He also requested JICA to consider doing trainer of trainer (TOT) courses that will equip the larger public service.

While making her presentation, Ms Hoshino highlighted that the programme will be determined by the requirements of the Kenyan government and appealed to the Commission to assist JICA in identifying proper needs that would be relevant to the country.

The Government of Japan intends to offer Masters and

Doctorate scholarships through its Japan Development Project to young civil servants in the country so as to capacity-build the public service sector.

According to Hoshino, the programme which began in 1999 has so far penetrated 16 countries with Kenya being the latest beneficiary. She said over 4000 people have already been trained under the grant in Japan.

The programme is expected to be rolled out in 2020, with the first cluster of cohorts projected to go for studies in Japan in 2021.

Present during the meeting were the JICA Country Representative’s Assistant Wakako Hashimoto, PSC Commissioners, CEO and other senior officers.

Interviews for Auditor General position concluded

By Habel Shiloli

Following the declaration of a vacancy for the position of Auditor General and the subsequent appointment of a Selection Panel on 1st October 2019, interviews were conducted at the Public Service Commission from 22nd October 2019 to 25th October 2019.

The vacancy was declared by His Excellency the President of the Republic of Kenya in compliance with Section 11(2) of the Public Audit Act, 2015, Vide Special Gazette Notice Vol. CXXI No. 111 of 27th August 2019. Applications were invited from qualified persons for appointment to the Office.

In total, the position attracted seventy candidates. In compliance with Section 11(4) of the Act, the Public Service Commission published the names of the shortlisted candidates as submitted by the Selection Panel in MyGov pullout of 15th October 2019. The full list of applicants may be accessed at www.publicservice.go.ke and in the Kenya Gazette Vol. CXXI—No. 134 of 11th October, 2019.

The candidates were asked to appear before the Selection Panel with the following documents: National Identification Card /Passport; Academic and professional certificates and transcripts; Clearance certificates from Kenya Revenue Authority,



Deputy Registrar of the Judiciary Mr. Bernard Ochieng (second right) administering oath of office to Mr. Sammy Onyango (second left) who was being sworn in as the Chairperson of the Selection Panel for recruitment of Auditor General. Seated is PSC Vice Chairperson Charity Kisotu and left is the Assistant Director Legal Services Ms Selina Iseme.

Ethics and Anti-Corruption Commission, Higher Education Loans Board, Any of the registered Credit Reference Bureaus and Directorate of Criminal Investigations (Police Clearance Certificate); Recommendation from the relevant professional body/bodies; and any other supporting documents.

After the interviews, the Selection Panel was to come up with three candidates whose names were to be submitted to the President for final selection.

On selection, the Auditor General will hold the office for a non-renewable term of eight (8) years. The term of

the former Auditor General ended in August 2018.

The recruitment panel was chaired by Mr. Sammy Onyango. Other members of the panel were: Mr Bernard Ndungu – Ministry of Finance; Mr Kennedy N. Ogeto – Office of the Attorney General; Mr Titus M. Ndambuki – Ministry of Public Service; CPA Rose W. Mwaura – Institute of Public Accountants of Kenya; CPA Loise G. Ruhu – Association of Professional Societies of East Africa; and Ms. Masinde Joy Brenda– Law Society of Kenya.

Citizen-centric public service – the Canadian Model

By Juma Gabriel

According to McKinsey and Company, an American worldwide management consulting firm, public satisfaction with public services is realized when governments deliver services based on the needs of the people.

Therefore, transforming service delivery begins with understanding citizens' needs and priorities. Identifying services which citizens find most problematic and measuring the extent of that dissatisfaction is one way governments can prioritize areas for improvement.

This was the approach adopted by the Canadian government.

After a decade of service improvement, the Canadian Government realized that citizens had not noticed significant improvement in service delivery.

The public sector managers realized that in the two decades Canada had largely taken an inside-out approach to service improvement with little input from citizens as to their service needs or their priorities for improvement.

The government therefore commissioned a national citizen satisfaction survey in 1997 to provide a baseline from which to measure progress and to develop a service improvement strategy based on citizen input.

The Citizen's First National Survey targeted over three thousand (3000) Canadians to determine their views on public sector service delivery, their service needs, their satisfaction



Gabriel Juma

levels, service expectations and their priorities for service improvement.

The survey established the five drivers of citizen satisfaction which accounted for 70% of the service satisfaction outcome in the public sector. These included timelines, knowledge and competence, courtesy (extra smile, extra mile) fairness and outcome.

The survey identified timeliness as the most important driver of citizen centric public service. This finding implies that if the public sector gives priority to improving timeliness, it will result in significant increase in satisfaction with service delivery.

The survey concluded that when all five service elements were performed well citizens rated their satisfaction with a service experience to be high. This finding gave public service managers a clear priority on which to focus service improvement activity.

Regarding citizen's expectations with service standards, the survey established that Canadians expected the telephone to be answered in 1 minute or less (in three to four rings); to be served in nine minutes or less; to wait in

line not more than five to ten minutes at a counter; emails to be answered by the next day or sooner; and not be "bounced more than once to obtain a service.

Additionally, the survey provided new insights into the problems Canadians experienced in finding and addressing government services. The findings further gave public sector managers a broad view of how citizens experienced service 'from the outside –in'.

This model demonstrates the citizens-eye view of service delivery. Consequently, from 1997 Canada adopted a "smart" approach to service improvement at both the federal and inter-governmental levels.

The findings enable the government to reformat the government blue pages by service key words. The Government also introduced the 1-800 OCANADA a government-wide call centre to help citizens access all government services.

The findings of the survey are generalizable across other public sectors in both the developed and developing countries. They provide concrete guidance for public managers who want to meet their client's expectations for service delivery through a service standards approach.

Key learning points from the Canadian experience include the need to get the citizen's voice in how they want to be served including the expected timelines. They can be realized through undertaking a national citizen satisfaction survey. The service standards are then set with the voice of the citizens.

PICTORIAL: 8TH ANNUAL CONGRESS OF CONSTITUTIONAL COMMISSIONS & INDEPENDENT OFFICES, (CCIOs) KERICHO 16TH — 19TH OCTOBER 2019



PSC Commissioner Joan Otieno receiving a gift from Kericho County Deputy Governor Susan Kikwai



PSC Chairman Mr Stephen Kirogo (left) talking to the University of Kabianga Students Governing Council Secretary General Mr. Evans Kimutai



PSC Commissioner, Dr. Mary Mwiandi signing visitors' book at the PSC exhibition booth



Deputy Director Communications Mr Browne Kutswa MC-ing in one of the sessions



Director Performance and Service Delivery Improvement Mr Silvester Obong'o addressing Kenya Tea Packers (KETEPA) officials during the visit to the KETEPA factory



PSC Commissioner Andrew Muriuki answering a question posed by a delegate. Sitting next to him are members of Constitutional Commissions'

PSC IN PICTURES

RIGHT: PSC commissioners, CEO and Senior PSC staff in group photo with Japanese delegation at Commission House



LEFT: PSC CEO Mr Simon Rotich talking to one of the University of Kabianga lecturer (center) and the University Academic Registrar Dr. Cecilia Sang

RIGHT: Chief Commission Counsel Ms Manani Jacqueline addressing PSC staff during the sensitization program at the Commission House



LEFT: Commissioner Dr Joyce Nyabuti appreciating tea packing process during CCIOs visit to Kenya Tea Packers (KETEPA) factory in Kericho

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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

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Ms Charity Kisotu	-	Vice Chairperson
Dr Joyce Nyabuti	-	Commissioner
Dr Mary Mwiandi	-	Commissioner
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