



## Outstanding public servants feted at 2019 PSEA gala

By Habel Shiloli

**P**ublic Service Commission on 6th December 2019 recognized and rewarded 15 public servants for exemplary performance in various award categories during the 2019 Public Service Excellence Awards (PSEA) ceremony.

Winners in the team category were Hillary Chumo Cheruiyot, Asia Ramadhan Suleiman, Evans Omulabi Anekeya, and John Gitau Muiruri from the State Department for Interior and Citizen Services.

In various individual categories, winners included Umi Said Athman, Senior Clerical Officer; Mohamed Ahmed Maalim, County Commissioner; Stephen Garama Thethe, Assistant Chief; Nyandoro David Nyambaso, Principal Land Registrar, and Munyendo Joseph Nanzala, Land Surveyor I.

Others were Hezron Michieka Momanyi, Chief Economist; Lucy Wanjiru Kabaya, Deputy Internal Auditor; Hassan Hussein Abdullahi, Information Officer I; Teckla Atitwa Chai, Chief; Leonard Kwinga Kausya, Principal Economist; and Police Constable Jairus Mulumia.

Head of Public Service,



*The Head of Public Service Dr Joseph Kinyua (seated centre) poses for a photo with PSC Chairperson, Vice Chairperson, Commissioners and 2019 PSEA Awardees after the ceremony at Hotel Intercontinental, Nairobi*

Dr. Joseph Kinyua who was the Chief Guest at the event called on Government Ministries, Departments and Agencies (MDAs) to align their Strategic Plans to make them more citizen-centric.

He urged public organizations to transform their internal operations and use IT tools and techniques to improve service delivery.

“I encourage them (MDAs) to specifically put efforts that shall re-orient our public service delivery philosophy which is at the very core of our government’s manifesto of transforming society,” he said.

Dr. Kinyua congratulated finalists for good governance, integrity and exhibiting their selfless leadership in service delivery and called upon the rest of public

servants to emulate them.

He noted that PSEA not only motivated public servants, but acknowledged their hard work and efforts, while providing a platform for public servants to share experience.

Public Service Commission (PSC) Chairman, Mr. Stephen Kirogo congratulated the winners, and underscored the importance of human resource for the development of any country.

He cited South Korea as having optimized their human resource in public service to become the third largest exporter of coffee, yet they do not grow coffee.

The Chairman urged public servants to leave a legacy that will make them be remembered favourably by future generations.

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## Performance management is key to productivity, says Kirogo



PSC Chairman addressing delegates during the wage bill conference at Kenyatta International Convention Center (KICC)

By Badi Khamis

**W**hen performance management is improved, then productivity will automatically be boosted.

The Public Service Commission (PSC) Chairman, Mr. Stephen Kirogo observed this on 26<sup>th</sup> November 2019 as he addressed delegates at a National Wage bill Conference (NWC), KICC Nairobi.

The conference was organized by the Salaries and Remuneration Commission (SRC) to discuss measures of containing the ever-ballooning wage bill.

The Conference theme was, *Transforming Kenya's Economy through a Fiscally Sustainable Public Wage Bill*.

“A public service which is able to perform optimally and deliver on its mandate is a critical driver of economic growth and development,” said Kirogo.

He presented a paper on

*Mainstreaming Productivity in the Public Service* at the conference, demonstrating that when performance is improved then the wage bill at large will be contained without resorting to reduction of the public servants.

The paper emphasized on Results Based Management (RBM) as an avenue to improve performance, service delivery and governance. Its introduction to the public service aimed at focusing the public servants' mind-set on results in service delivery to citizens.

It roots for anchoring of performance management in legislation to insulate it from changes in Government both in terms of people and institutional re-organization.

Nyandarua County Governor Mr. Francis Kimemia, a panelist during the session, noted that the public sector is the main

driver of investment by the private sector, hence the need to empower the public servants to enable them to have conducive environment to deliver.

“Public servants can perform exemplarily provided they are well motivated and rewarded,” he said.

He said that all government reforms should be weaved to address citizens' needs and help improve their economic status.

Present during the session were, PSC Vice Chairperson Ms. Charity Kisotu, Commissioners Dr. Mary Mwiandi, Dr. Joyce Nyabuti, Dr. Reuben Chirchir, Amb. Salma Ahmed, Mr. Andrew Muriuki and Director Performance and Service Delivery Improvement Dr. Sylvester Obong'o.

## Delegates meet in Dakar, Senegal for the 2019 African Community of Practice (AfCoP) Meeting



PSC Chairman Stephen Kirogo (second right) and other delegates during the 2019 African Community of Practice on Managing for Development Results (AfCoP-MfDR) meeting in Dakar, Senegal

### By Sylvester Abon'go

The Chairman, Public Service Commission, Mr. Stephen Kirogo was a panelist at the 2019 African Community of Practice on Managing for Development Results (AfCoP-MfDR) meeting in Dakar, Senegal.

The *Thought Leaders' Panel – Management for Development Results (MfDR) in Africa and National Development Plans* was the first in the series plenums, and aimed at setting the tone for the three-day meeting.

It comprised of veteran public service leaders from various African countries, among them Honorable Idrissa Traore, Vice President, Parliament of Côte d'Ivoire, Mohameden Hamed, Director General of Budget, Mauritania, Babacar Gning, Deputy Director General the Operational Bureau of monitoring the Emerging Senegal Plan and Solomon Mhlanga, Permanent Secretary, Office of the President and Cabinet, Zimbabwe.

The 2019 Africa Forum on

MfDR whose theme was *Looking back at the MfDR road in Africa: celebrating successes and drawing lessons for the future*, took place on 28-29 October 2019, at Centre International de Conférences Abdou Diouf (CICAD).

Its objective was to reflect on achievements of AfCoP this far, and reach a consensus on a shared vision and common principles of MfDR in the specific context of African countries that will guide the next actions of AfCoP for its even more effective contribution to Africa's socio-economic transformation through building capable and accountable states and results-oriented institutions.

The forum was jointly organized by the Republic of Senegal under the Patronage of H.E. Mr. Macky Sall (President of the Republic of Senegal), the African Community of Practice (AfCoP) on Managing for Development Results (MfDR), the African Capacity Building Foundation (ACBF), and the

African Development Bank (AfDB)

Chairman Kirogo was accompanied by AfCoP Members, Sylvester Obongo, PSC's Director for Performance and Service Delivery Transformation and Joshua Mwiranga, Deputy Director-in the same directorate.

Sylvester is a founder member of AfCoP and sits both in its Executive and the Advisory Councils, while Joshua has been the Co-Chair of the Kenyan Chapter.

**The theme for the 2019 Africa Forum on Management for Development Results was:**

***“Looking back at the MfDR road in Africa: celebrating successes and drawing lessons for the future”***

## Public Relations Society of Kenya holds Annual Summit in Mombasa

By Habel Shiloli

Members of the Public Relations Society of Kenya (PRSK) converged in Mombasa from 13<sup>th</sup> to 15<sup>th</sup> November 2019 for an annual summit.

The theme of the 2019 summit was *The Revolution and Disruption of Public Relations and Communication Management*.

Chief Guest, the Information, Communication and Technology (ICT) Cabinet Secretary, Joe Mucheru, in a speech read on his behalf by Government Spokesman, Col. Cyrus Oguna urged PR practitioners to think beyond media relations and be in the forefront of shaping public opinion in their respective institutions.

He said the Public Relations Society of Kenya Bill has been adopted by the Ministry of ICT and will be taken to Parliament next year to be passed into law. He noted that this will go a long way in moving the PR function in the country to the next level.

Col. Oguna stressed the importance of having cultural intelligence while dealing with diverse audiences, and



*From Left: DD Public Communication, Browne Kutswa, Mr Francis Nthuku Rep from Makeni, Government Spokesman Col. Cyrus Oguna, Communications Director, Trademark East Africa Nelson Karanja during a plenary session at the summit.*

the need to always provide relevant information to the public.

Among issues discussed during the summit were Participatory stakeholder Mapping for Effective Communication Strategies; Working with PR Agencies; PR Measurement and Evaluation in the Age of Change; and Public Affairs and Technology in the era of Public Participation.

Other topics included Changing Audiences and Dynamics in Organizations and Society; Digital Media and Technology in

PR; Public Participation as a Model of Communication in enabling the Big 4 Agenda; and Why PR Struggles to Get a Seat in the Boardroom.

The Summit, at which the Public Service Commission was represented by Deputy Director Public Communication, Browne Kutswa and Assistant Director, in the same unit, Habel Shiloli, brought together participants from Kenya, Uganda, Tanzania and South Africa.

## Job opportunities in the public service

By Badi Khamis

Applications for new entrants' positions advertised by the Public Service Commission (PSC) in My Gov pull out newspaper on 18<sup>th</sup> November 2019 and on the PSC website closed on 9<sup>th</sup> December 2019.

PSC seeks to recruit, occupational health and safety officers,

laboratory technologists, radiographers, audiology technologists, labor officers, labor inspectors, human resource planning and development officers, human resource planning and development assistants, employment officers, employment assistants, productivity officers and sign language interpreters.

Also contained in the

advertisement were promotional positions under various state departments.

Qualified persons submitted their applications online through the Commission's websites, and manually by submitting filled application form at Commission House.

## Japan's institute to partner with PSC in training public servants



*PSC Chairman Stephen Kirogo making his remarks during a meeting with the Japanese delegation in the Commission board room*

**By Pauline Muriuki and Stephen Chege**

**P**ublic Service Commission and Japan's National Graduate Institute Policy Studies (GRIPS) have mooted collaborative arrangements that may create opportunities for training scholarships for Kenya's public servants.

In a meeting held at the Commission House on 26<sup>th</sup> November 2019, a delegation comprising the Vice President of GRIPS Prof. Sonobe Tetsushi and Director of GRIPS Alumni Office, Kariri Hillen, informed the Commission that their institution offers postgraduate education targeting government officers, mostly from Asia, Africa, and Central Europe.

He said GRIPS is one of the national universities in Japan but different from others because while other universities have both undergraduate and post graduate courses to people prepare learners for the job market, GRIPS only offers post

graduate and short course programmes to career public servants.

"Our programs target officers who have between five to ten years of experience in service, or young lecturers who are interested in furthering their education," he said.

The institute places emphasis on Social Sciences with a single department which offers different programs sponsored by World Bank.

"Our university mainly focuses on policy studies, and our students bring in very interesting materials for policy studies," he said.

PSC Chairman, Mr. Stephen Kirogo expressed gratitude to the team for presenting the opportunity that will help improve the capacity of public servants in delivery of services to Kenyan citizens.

"One of the roles assigned to Public Service Commission by the Constitution is capacity

building for public service... we feel nice by your coming here with a proposal of enhancing capacity of our public service," said Kirogo.

PSC Commissioners expressed satisfaction with institution' course programmes and said they were looking forward to the partnership.

Present during the meeting were, Vice Chairperson Ms. Charity Kisotu, C.E.O Mr. Simon Rotich, Commissioners Amb. Salma Ahmed, Dr. Mary Mwiandi, Dr. Reuben Chirchir, Ms. Joan Otieno and Dr. Joyce Nyabuti.

Deputy Commission Secretary Mr. Remmy Mulati, Director Corporate Services Mr. Gerald Kuhaka, Director HRMD Ms. Joan Machayo and Deputy Director HRM Mr. Nelson Njue.

## 4,200 shortlisted applicants for internship slots under PSIP interviewed



*PSC CEO Mr. Simon Rotich addressing candidates waiting to be interviewed for internship at Kasarani Gymnasium*

### By Pauline Muriuki

Interviews for the second cohort of interns under the Public Service Internship Programme (PSIP) were conducted on 5<sup>th</sup> December 2019 at the Kasarani Sports Gymnasium, Nairobi.

The Chairman, Public Service Commission, Mr. Stephen Kirogo, led Commissioners, PSC secretariat staff and officers from other ministries to conduct the exercise that brought together candidates from all the 47 counties.

PSC Vice Chairperson and Commissioners chaired various interview panels that were composed of Senior PSC Secretariat Staff and other senior officers from Ministries, State Departments and Agencies (MDAs).

The CEO Mr. Simon Rotich who welcomed the interns applauded them for arriving early at the venue.

“We welcome you to Public Service and wish you the best as you enter the interview rooms,” said Rotich.

The exercise was envisaged to admit 2,400 interns.

The candidates were among 4,200 shortlisted applicants who had responded to an advertisement that closed on 30<sup>th</sup> October 2019.

The candidates were subdivided into clusters of 600 members according to their areas of specialization.

There were seven interview panels, each hosting 10 panelists.

After verification of their

documents, candidates were guided to the panels by PSC patrons. Candidates with special needs and ladies with infants were given first priority.

The Secretariat support teams in charge of the event were highly organized and enthusiastic to ensure that the process ran smoothly.

Once selected, the successful candidates will be deployed in the MDAs for a period of one year beginning January 2020.

They will join their counterparts who were deployed with effect from October 2019 in MDAs under the first cohorts.

## Kenyan team visits South Korea for Mindset Education Programme



*PSC Chairman, Vice Chairperson, Commissioners and senior government officers pose for a photo with their Korean hosts*

**By Habel Shiloli**

**P**ublic Service Commission Chairman Mr. Stephen Kirogo led a Kenyan delegation to participate in a mindset education Programme in Seoul, South Korea from 15<sup>th</sup> to 21<sup>st</sup> November 2019.

The delegation was hosted by Dr. Ock Soo Park, founder of International Youth Fellowship (IYF), a non-profit making, non-Governmental youth organization which brings together college and university studies with more than 105 networks all over the world.

The team, among other issues, learnt about a new challenge to overcome one's limitation, and experience endless possibilities; true change of life

that begins from the heart; and a true cohesive mind that transcends ethnicity, nationality, language and religion.

IYF is based on Mind-set change education system and is deeply involved in addressing youth issues globally. The transformation of South Korea is attributed mainly to positive and creative mindset of its people.

The PSC delegation comprised the PSC Chairman Stephen Kirogo; Vice Chairperson Charity Kisotu; Commissioners Dr. Reuben Chirichir and Dr. Joyce Nyabuti; and CEO Simon Rotich.

Others were Amb. Daniel Wambora from DP's office; Jasper Mbiuki, Cabinet Office; Jeremiah Ole Ncharo, CEC Education and Vocational Training, Kajiado; and Tonic Moraa, Director Education Vocational Training, Kajiado.

***The transformation of South Korea is attributed mainly to positive and creative mindset of its people.***

## Office administrators converge in Kisumu for the 2019 KENASA Annual National Summit

By Pauline Muriuki and  
Florence Olal

**P**ublic Service Commission facilitated 12 of its staff who are KENASA members to attend the 2019 Annual National Summit at the Simba Club, Kisumu County on 28<sup>th</sup> and 29<sup>th</sup> November 2019.

KENASA is a professional association for Office Administrators in the public and private sector whose main objective is to create a forum in which members network and deliberate on emerging issues affecting their profession with regard to standards, ethics and professionalism.

Its membership is drawn from the National Government, County Governments, State Corporations and Independent Commissions.

This year's summit, whose theme was *Adopt, Nurture & Transform* attracted about 2000 participants from across the country.

Among the topics of discussion were: Strategic business support; Engineering personal energy management for success; Retirement planning and investment; and Networking & Knowledge sharing.

Speaking during the opening session of the summit, Brother Denis Abok, former Principal Kisumu Boys' High School urged participants



*A section of PSC KENASA members pose for a photo during the 2019 Annual Summit at the Simba Club, Kisumu*

to use the opportunity to develop good relationships, not based on utility or leisure, but those aimed at mentoring others to take up responsibilities and getting the good out of them.

Br. Abok emphasized the need for networking saying, "What you achieve with others will be remembered more than what you achieve as an individual."

"You cannot grow as a person if you don't grow with other people," said Aloo.

Mr Aloo urged members to be dependable, flexible and be quick to learn in order to adapt to the fast-changing work environment.

Mr Jason Mulamba representing Kenya School of Government Nairobi patron,

spoke on behalf of the Principal Administrative Secretary in the Ministry of State for Public Service and Youth and Gender Affairs.

He said that as we endeavor to educate and share knowledge, citizens are demanding better services even as they enjoy a wider democratic space.

"The impression that one gets at the reception creates an impression of the organization," said Mulamba.

The climax of the summit was a Gala dinner, which was graced by His Excellency the Governor of Kisumu Prof Anyang' Nyongo among other dignitaries from the county.

## Realizing a citizen-centric public service

By Gabriel Juma

To embrace a citizen-centric Public Service, public institutions should collect data and insights from citizens through regular citizen satisfaction surveys and use the findings to reshape and review the service delivery mechanisms.

Soliciting the views of citizens enables public administrators to correct misperceptions and better understand the needs of their constituents.

The UK HM government Report of 2007 on *how to measure customer satisfaction – A tool to improve the experience of customers* concludes that undertaking citizen satisfaction surveys allows for a more citizen-centric allocation of time and resources resulting in a higher likelihood of citizens being satisfied with public service policy outcomes.

This position is supported by O'Connell, who, in an article titled *Building a public sector benchmarking framework for citizen satisfaction results* published in 2000, opines that measuring citizen-centricity involves defining and qualifying what citizens judge to be good service so that service providers can understand citizens better.

The proactive measure of seeking citizen feedback and taking actions based on this feedback translates to organizational change.

The fourth pillar of the *Public Service Transformation Framework*, published by the



Gabriel Juma

Ministry of State for Public Service in 2017 seeks to engender citizen-centered service delivery as a central element of public service transformation through adoption of lean management policies and practices.

The main thrust of the Framework is to provide the best service according to citizens requirements and needs.

The Framework therefore supports the use of citizen satisfaction survey by advocating that citizens should have a say in how they wish to be served.

Additionally, the framework proposes some key activities to realize a citizen centric service; these include setting service delivery standards and review of citizen service charters by undertaking citizen satisfaction surveys on a continuous basis for continuous improvement.

A number of countries have adopted citizen inclusion as part of their e-government agenda through online platforms.

These include Australia, New Zealand, Panama, United Kingdom, Mauritius, and Canada.

In support, Vikas Sharma, Diya Guttoo and Ogra Aurobindo in their article titled *Next Generation Citizen-centric e-services* avers that online platforms have become powerful tools for engagement between governments and their constituents.

The Public Service Commission's vision for the plan period 2019-2024 is to transform the public service to be citizen-centric.

The Commission intends to reorient the public service delivery strategy to place the citizen at the centre of service delivery.

To realize this, the Commission intends to set service delivery standards and undertaking regular citizen satisfaction surveys.

**The proactive measure of seeking citizen feedback and taking actions based on this feedback translates to organizational change.**

## Making intermittent fasting and exercise work together

By **Kenneth Muchira** and  
**Griffins Omondi**

**I**ntermittent Fasting, according to the Wikipedia, refers to various meal timing schedules that cycle between voluntary fasting and non-fasting over a given period.

Intermittent fasting has helped many people shed off unwanted pounds, and you may be keen to know how it works.

If you are looking to quickly lose some weight in say three months' time, intermittent fasting will help you achieve that. However, it may not help you keep the weight down, unless you keep fasting for the rest of your life.

In short, fasting will help you achieve short-term weight loss goals.

Secondly, fasting comes with a few setbacks. It makes you weak, gives you periodical headaches and also messes with your psych, leaving you in a generally foul and irritable mood.

This means that if your work involves strenuous physical activities, your performances will go down. If you constantly deal with people, your increased irritability will be detrimental to your relations.

Lastly, apart from decreased weight, fasting does not bring with it any other health benefits worth mentioning.

We may therefore only recommend fasting for very short-term weight loss targets like if you want to be able to fit into that pretty wedding gown you



**Kenneth Muchira**

are hoping to wear.

Otherwise, it would be good to throw in some fitness activities in your program to help you deal with issues like cardiovascular health, muscle mass and long-term weight management.

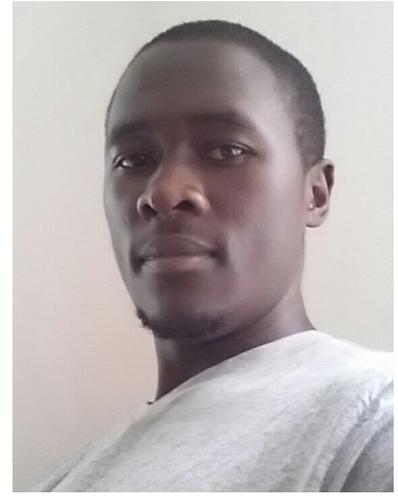
Nonetheless, don't combine fasting and exercise. These two should not be done simultaneously, but alternately.

When fasting, your body is very weak due to lack of adequate energy supplies, so it is advisable to avoid any kind of intense physical activity when fasting.

Only exercise when you are eating and break off every time you begin your fasting period again.

Meanwhile, we do not expect anyone to engage in any fasting especially now that the festive season is here.

From us it's a merry Christmas to you. Enjoy your



**Griffins Omondi**

holiday indulging. We'll see you in January as you try to figure out how to achieve your new year's fitness resolutions. Receive our unreserved appreciation for the support that you've shown us throughout the year.

**Kenneth Muchira and Griffins Omondi are Fitness Consultants at the Public Service Commission gymnasium**

**Don't combine fasting and exercise. These two should not be done simultaneously, but alternately**

# PICTORIAL: 2019 PUBLIC SERVICE EXCELLENCE (PSEA) AWARDS AT THE HOTEL INTERCONTINENTAL, NAIROBI ON 6TH DECEMBER 2019



Commissioner Joan Otieno addressing delegates



Ms Umami Said receiving her winners' award in the Citizen focus category from the head of Public service Dr. Joseph Kinyua



Mr. Hezron Momanyi receiving overall winner award in the values and ethic category from the head of public service



Makueni County Commissioner Mr. Maalim Muhamed receiving 1st runners up award in the Citizen focus category



Mr. Stephen Garama receiving 2nd runners up award in the Citizen focus category from the head of public service



PSC staff dancing to Kayamba Africa band Tunes

## PSC IN PICTURES



*PSC Vice Chair Charity Kisotu (left) and Commissioner Mary Mwandia, and other delegates follow proceedings during the National Wage Bill Conference*



*PSC Chairman Mr Stephen Kirogo (left) chats with one of the delegates during the National Wage Bill Conference*



*Vice President of GRIPS Prof. Sonobe Tetsushi makes a point during a courtesy call on the Commission*



*PSC Chairman, Vice Chairperson, Commissioners and Senior staff pose for a photo with the Japanese delegation*



*One of the delegates chats with Performance Management & Service Delivery Director Dr Sylvester Obong'o during the National Wage Bill Conference*



*Mr Kirogo presents a gift token to South Korean hosts. Looking on is PSC CEO Mr Simon Rotich (2nd left).*

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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
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