



PSC TODAY

'To transform the National Public Service into a vibrant, effective and efficient service delivery machinery'.

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Image: (Left—Right) Acting Commissioner (P) Mr. Richard Simbil; Executive Officer to the Chairman Mr. Dickson Nakande; PSC Chairman Mr. Apeo Sione and Minister Public Service Hon. Joe Sungi, MP

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PUBLIC SERVICE MINISTER VISITS THE PUBLIC SERVICES COMMISSION

By Dorah Gawi

THE Minister for Public Service Hon. Joe Sungi, MP paid a courtesy visit to the Public Services Commission to meet with the Management and staff and was accompanied by Vice Minister and Member for Angoram Hon. Salio Waipo, MP, together with the Secretary of the Department of Personnel Management Ms. Taias Sansan and her staff.

The Minister came with a clear message; 'to work in collaboration in-order to improve the efficiency and effectiveness of the National Public Service'.

"I am here to get your feedback on the activities and programs that the Commission is undertaking and the challenges that you are facing as an organization.

The PSC falls under my Ministry, like DPM and the Pacific Institute of Leadership and Governance (PILAG) and therefore it is important for me to know where the organization is in terms of your plans and activities, and how I can assist", said Minister Sungi.

Minister Sungi added that the public perception of the National Public Service being a non-performing sector needs to change and that the onus is on every public servant to change the bad image that the public continues to portray of us.

"There are 125, 000 public servants in this country, it is imperative that you all know the significant role that you play in servitude to the 8 million people of this nation; you owe it to them to ensure services are delivered accordingly" stressed Minister Sungi.

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A Message from the Chairman



In this second issue of "PSC TODAY", I would like to briefly reflect on some highlights and challenges that the Public Services Commission (PSC) has gone through.

Firstly, I would like to acknowledge the recent visit by our Minister for Public Service, Hon. Joe Sungi, MP, who paid a courtesy visit to the Public Service Commission accompanied by the Vice Minister, Hon. Salio Waipo, MP, together with the Secretary for Department of Personnel Management Ms. Taias Sansan and her staff. In the Minister's message to us, he emphasizes the need for all of us to work in collaboration in order to improve the efficiency and effectiveness of the National Public Service. He noted the crucial constitutional role that PSC plays in the Government's overall Public Service Reform Policy and was willing to assist where he can as the portfolio Minister in terms of our organization's plans and activities.

Prior to his coming, the Commission provided him a 'PSC Ministerial Brief' which gives an over-view of the Commission's roles and functions within the National Public Service and further highlights the Commission's achievements and also challenges it continues to face in the course of carrying out its role. Also, contained in this Brief were future plans that the Commission aims to achieve within the tenure of its five-year PSC Corporate Plan 2019 – 2023.

I thank the Minister for his continuous support to the Commission, and the Commission envisions a cordial working relationship with his office in order to deliver on the Government's agenda on Public Sector Reforms as outlined under the Alotau Accords I and II and to implement the Commission's programs and projects carried in its PSC Corporate Plan 2019 – 2023.

Secondly, I would like to congratulate Ms. Nadia Marai on a one-week certificate course in Social Science Research Methods at the National Research Institute (NRI) that was held in May this year. The program was the first of its kind to be offered to successful applicants who are interested in enriching their knowledge and understanding of research design, data collection and data analytical methods. I trust that she will put those knowledge and understanding that she has gained to better formulate and write informative reports and policies for the Commission.

To date, the main challenges facing our nation have been the ongoing COVID-19 health pandemic and the very slow economic recovery. This has put a continuous strain on proper funding for all government departments and agencies, including the Public Service Commission. Lack of adequate funding as per our 2021 PSC Budget Appropriation continues to hamper the Commission's ability to fully carry out its mandated roles and functions.

The funding issue has greatly hindered the Commission from travelling into provinces to conduct proper hearings and to undertake other Commission business. I hope that this issue will be rectified in the near future to allow us to perform our roles.

To our Commission Members, the Secretary, Directors, staffs and our valued clients, it's important to note that in spite of the current financial issue that the Commission is facing, we will continue to do our best to promote and maintain the Commission's vision, which is to maintain a check and balance; promote good governance; and to be fair, transparent and accountable to all our valued stakeholders when carrying out our official duties.

See you in the third issue for this year and keep reading "PSC TODAY".

Apeo Fuata Sione, LM, M.PP
Chairman

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He added that the two (2) key factors in the smooth running of any organization is Human Resource and Financial Management.

"The Public Service must have capable people. The Staff Performance Appraisal is enough to manage the Public Service to assess an officer's productivity. If an officer continues to score below three (3) points for almost three (3) years in a row, it warrants straightforward termination. The onus is on the supervisors and managers to also perform their roles diligently, if you do not know how to manage, it will translate in how your officers perform as well", added Minister Sungi.

Minister Sungi is not new to the National Public Service having served for almost nine (9) years as the Provincial Administrator for West Sepik Provincial Administration prior to becoming a Member of Parliament and stated that he knows the systems and processes and how they work.

"I for one do not believe in KPI's they just do not translate well into successful outcomes; I believe more in SPA's, it tells you exactly how an officer is performing, whether they are doing their job well. It outlines training that's needed too. If managers and supervisors use the SPA well and for the purpose it was meant for, you will have more efficient and effective officers in your organization", he said.

Chairman of the Public Services Commission Mr. Apeo Sione, LM, M. PP stressed to Minister Sungi said that the lack of adequate funding continues to hamper the Commission from carrying out its mandated roles and functions.

"The inadequate funding over the years has hindered the Commission to travel into the provinces to conduct Commission hearings and to undertake other Commission business; this has to be rectified to allow us to perform our role better", said Mr Sione.

Mr. Sione added that despite the continuous lack of funds, there have been significant achievements like the establishment of PSC's first regional office that is currently being constructed in Mt Hagen and will serve public servants in the Highlands region; the amalgamation of the PSC Secretariat and the Commission and awareness program initiated in 2015 highlighting the roles and functions of the Commission is being carried out into the provinces and National Departments.



Image: Public Service Minister Hon. Joe Sungi, MP and Vice Minister and Member for Angoram Hon. Salio Waipo, MP being welcomed by the Senior Management and staff of the Public Services Commission.

Meantime, Acting Commissioner (P) Mr Richard Simbil and Acting Commissioner (N) Ms. Judith Stenis also raised their concerns in relation to the incapacity of the Review Divisions in dealing with the influx of review cases coming into PSC, adding that the Commission is in need of an organizational restructure to increase the number of review officers' position in the divisions to deal with the cases.

"The Public Service has grown exponentially to about 125,000 as you have rightfully stated Minister, but we only have about 6 officers in each of the Review Divisions dealing with about four to five hundred cases each year and to do so within a ninety-day period is unheard of, but we try our best to ensure its done," said Mr. Simbil.

Ms. Stenis also raised similar concerns adding that there are a lot of cases coming into PSC because of the lack of advice provided to the Departmental Heads from their organization's lawyers and Human Resource personnel.

"If the HR Officers and lawyers in those organizations provide the correct advice to their Departmental Heads in properly dealing with Personnel Matters there won't be a lot of cases coming through to PSC, some of them can be dealt with at the administrative level", added Ms. Stenis.

Meantime, officers of the PSC Secretariat also raised various concerns with the Minister, who took note and emphasised that he will address them accordingly.

MISS. MARAI SUCCESSFULLY ATTAINS CERTIFICATE IN SOCIAL SCIENCE RESEARCH METHODS



Image: Miss. Nadia Marai with her certificate after successfully completing the program.

By Dorah Gawi

'Evidence Based policy making is one way to improve government policies in Papua New Guinea. This is because primary data is collated and analysed that can help the Government or state agencies make informed decisions.'

That is the opinion of Miss. Nadia Marai after successfully completing a one-week program at the Papua New Guinea National Research Institute on Social Science Research Methods that was held in May this year.

The program is the first of its kind to be offered at NRI and was developed for people who are interested in enriching their knowledge and understanding of research design, data collection and data analytical methods.

From the forty (40) applications that were received by NRI, only thirty (30) applicants were selected and were the first students to undertake this intensive course.

"The course intrigued me at the outset, because I am a member of the PSC Corporate Image Committee and one of our tasks involved conducting an internal and external survey for staff and our clients and we had to collate statistics that we collected, and I found that reporting on it was a challenge; I saw how important data was in helping the Commission to make informed decisions on how best to improve our service to our clients and stakeholders; that prompted me to apply to NRI to take up the course so I can be able to do both qualitative and quantitative research for PSC", said Miss. Marai.

The course itself surrounded three (3) different modules that included; *planning of social science research; qualitative research methods in theory and in practice and quantitative research methods in theory and in practice*. The course was facilitated by PNG NRI researchers with vast experience in both teaching and practicing research methods, in the likes of Dr. Osborne Sanida – Acting Director, PNG NRI, Dr. Francis Odhuno – Economics Policy Program Leader/Senior Research Fellow, Mr. Ronald Sofe – Research Fellow and Associate Professor Eugene Ezebilo – Building Safer Communities Program Associate.

"What stood out for me in this course was analysing qualitative data as I found it challenging to gather information especially from different literature and collating this information to write an informative report. There's so many ways data can be collected but we must also be careful of whether it's authentic, which is why its important to conduct your own surveys to collate primary data", added Miss. Marai.

She further encouraged her colleagues in the PSC Secretariat and those intending to take up further studies to pursue this course as it gives a new perspective on ways to formulate and write informative reports and policies.

Miss. Marai thanked PSC for allowing her to take time off work to undertake the course which was self-sponsored.

Admission requirements to take up this course includes a Bachelor's Degree or Diploma in any Social Science disciplines, but it's understood that individuals from other fields of study who have an interest in the Social Science Research Methods can also apply.



Image: Participants of the Social Science Research Methods Course with their facilitators.

SENIOR OFFICERS ATTEND NATIONAL ANTI-CORRUPTION WORKSHOP



Image: (Left—Right) Ms. Dorah Gawi, Mrs. Mary Solomon and Ms. Rachel Wii.

Institutional Strengthening; Strengthen Leadership & Corporate Governance; and Strengthen Coordination and Oversight of Anti-Corruption Programs.

The emphasis throughout the workshop was for all State agencies to **'COLABORATE, COORDINATE** and **COMMUNICATE'** to achieve the activities outlined in the National Anti-Corruption Plan of Action 2020 - 2025.

The three (3) day workshop was insightful for the officers, giving them a new perspective on ways to improve the operations of the Commission and to work in a concerted effort with other state institutions and agencies to eradicate corruption in Papua New Guinea.

By Nadia Marai

The National Anti-Corruption Plan of Action (NACPA) Workshop was held at the APEC Haus from the 15th – 17th of June, 2021 and was attended by Ms. Rachel Wii – Director Assessment, Mrs. Mary Solomon – Manager Human Resource Management and Ms. Dorah Gawi – Principal Media & Publication Officer.

The workshop brought together various institutions of the State and non-state actors like Non-Government Organizations, Civil Society Organizations as well as Faith Based Organizations to discuss each agencies work programs to determine how best to collaborate to combat corruption in PNG.

The main focus of the workshop was to initiate activities under the Programs of Work (POW) of NACPA. The POW's put forward in the previous workshops last year, highlight fifteen (15) key areas that focus on prevention, education and combating corruption. At this workshop, participants were required to present their individual organizations key priorities/activities under the POW's, and indicate the milestones, time frame and estimated budget to achieve those activities.

The POW's in the Action Plan reinforces anti-corruption programs that have been prioritized to be implemented either as an individual organization or collectively by various stakeholders during the lifespan of the plan of action from 2020 – 2025.

For the Public Services Commission, it's activities were categorized under three Programs of Work. They include;

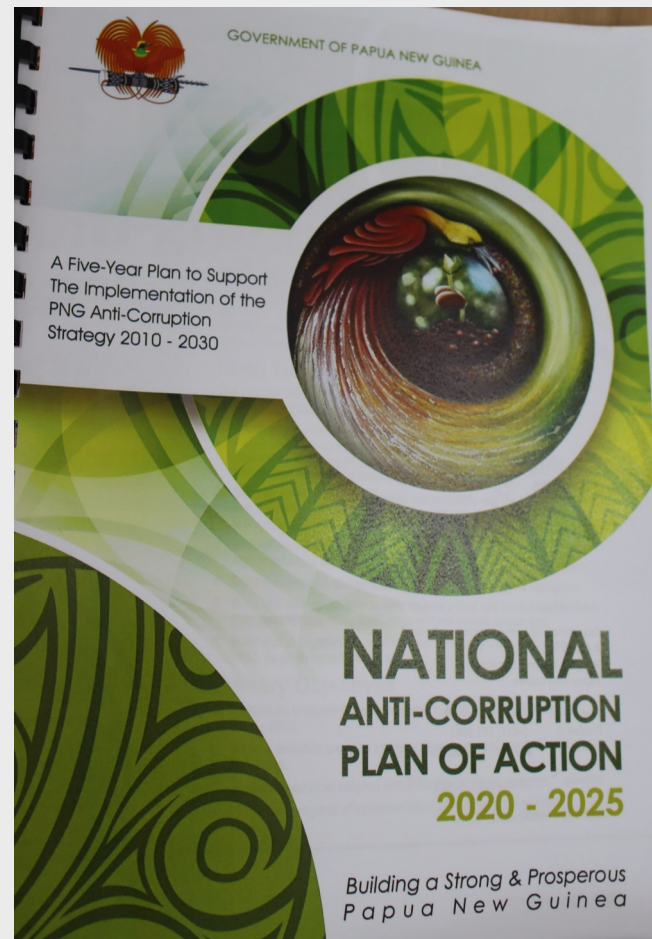
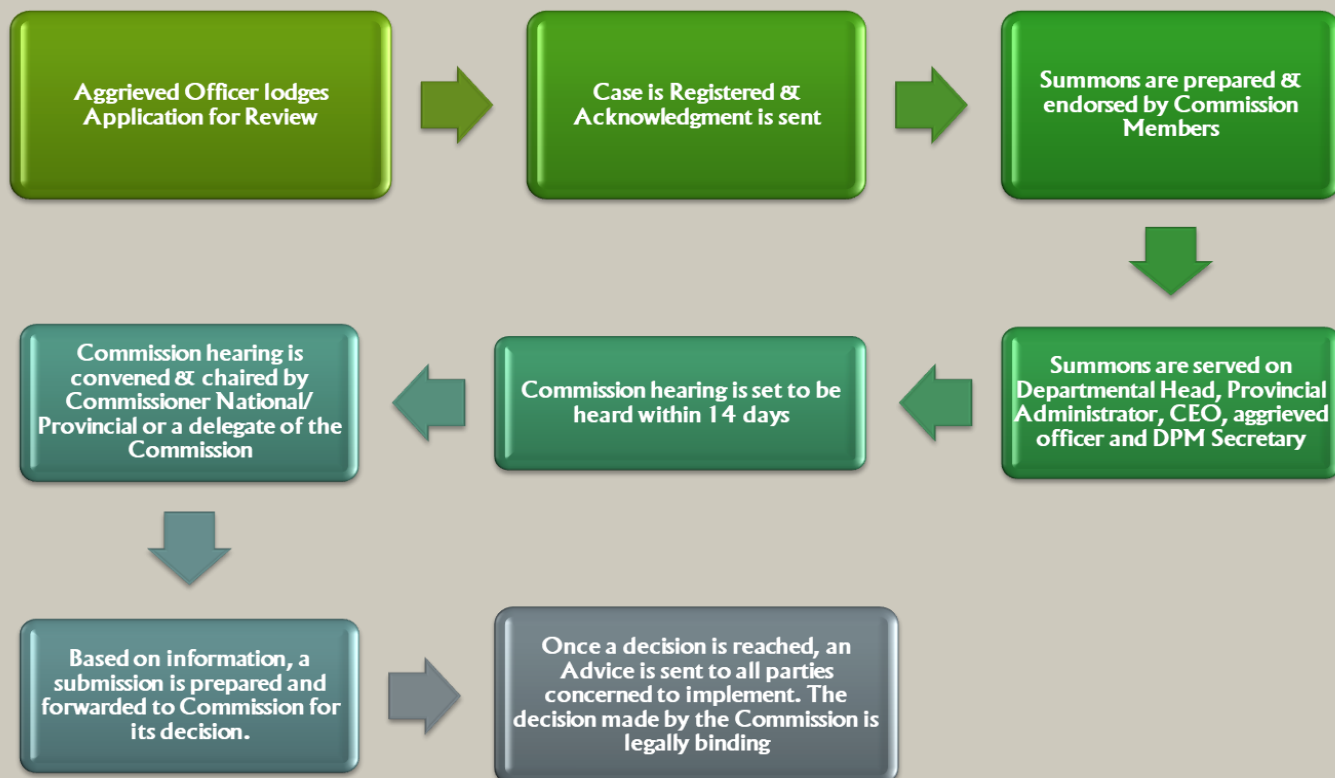


Image: The National Anti-Corruption Plan of Action 2020—2025 that contains 15 Programs of Work.

PSC's Review Process



Important points to consider when applying for a Review

- An aggrieved has **60 DAYS** after a decision is made to apply for a Review with PSC.
- PSC has **90 DAYS** from the date of receiving an application within which to make a decision.
- Certain decisions cannot be received by PSC if they are time-barred, meaning the case is lodged outside of the 60 Days Statutory time-limit or PSC has no jurisdiction. If the case is time-barred, the aggrieved can write to the Chairman, to appeal for a waiver of the 60 Days, stating why their application is eligible for a Review.
- The Public Services Commission allows this process to ensure that the applicant is accorded procedural fairness.
- The Public Services Commission plays an important function in shaping the National Public Service through its Review function. Although PSC's jurisdiction is limited to Personnel Matters, the binding nature of PSC's decisions has a considerable impact on the efficiency and effectiveness of the National Public Service.
- If you have any queries we are more than happy to answer them. Please contact us on 325 7722 or email: enquiries@psc.gov.pg

The Public Services Commission as part of its obligation to safe guard the health and safety of its staff and clients is strictly adhering to the Niupla Pasin protocols. Therefore, we ask that ALL our clients, service providers and stakeholders wear a mask and sanitize your hands upon entering the PSC office. We are learning to adapt to this 'new normal' and therefore sincerely ask that you also play your part in reducing the spread of COVID in PNG.

If you would like to get in touch with the Public Services Commission you can do so by:

Ph: 325 7722

Email: enquiries@psc.gov.pg

Website: www.psc.gov.pg

We are also on:



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Protect yourself and others from COVID-19:

- Wash your hands frequently with soap and water or alcohol-based hand rub.
- Cover coughs and sneezes with a bent elbow. Wash hands after.
- Avoid touching your eyes, nose & mouth.
- Keep at least 1m distance away from others.
- Avoid close contact with someone who is sick.
- Clean and disinfect frequently touched objects and surfaces.



World Health Organization
Representative Office
for Papua New Guinea

10 March 2020