



PUBLIC SECTOR TRANSFORMATION UNIT

Communiqué # 6

Dear Colleagues

As Public Sector workers, we have now commenced the implementation of the recommendations contained in the Public Sector Master Rationalization Plan (MRP), as of July 1, 2011. By this, all persons should have been briefed by their portfolio Permanent Secretary and/or Head of Entity of what transforming the Public Sector will mean to each of us. The reality is, that even if your Ministry or Entity was not specifically mentioned in the MRP, all Ministries, Departments and Agencies (MDAs) must be actively discussing and strategizing on how to improve their operations in a cost-effective and efficient way.

The Public Sector Transformation Unit (PSTU) has developed a three-phased Implementation Plan that will guide the execution of the transformation of the Public Sector over a twenty four month period. Accompanying that document also, is a generic Implementation Strategy to provide a broad framework for implementation of the recommendations and transformation process considered by all Ministries, Departments and Agencies (MDAs). It is a working document and can be modified by MDAs to represent more specifically each Entity's special and unique considerations. All Permanent Secretaries have been given a copy of the Implementation Strategy for adoption and adaptation to meet the Ministry's and Agency's specific needs.

The Implementation Strategy states as one of the first set of activities to be executed, is the establishment of a **Transformation Steering Committee** chaired by the Permanent Secretary who will oversee the implementation of the transformation activities that will bring about the desired efficiencies and service delivery improvements throughout the respective Ministry and its portfolio Entities. This Team will play a critical role at the strategic level, in managing, monitoring and evaluating the transformation process taking place within the portfolio Ministry and its Entities.

I had shared earlier, information on the **Inter-disciplinary Transformation Team (IDTT)**, which is another important mechanism of the Governance structure to be established in all Ministries, Departments and Agencies. The IDTTs must have broad-based representation to include Human

Resource Practitioners, Communication Specialists, Information, Communication, Technology Specialists, Union representatives and staff at all levels of the organisation. These Teams are central to the changes taking place in your organisations, and will convey information to their colleagues.

Communication is vital to achieving success in transforming the Public Sector. Permanent Secretaries, Heads of Agencies, Managers and Supervisors must communicate effectively the elements of the transformation process and the impact on people, processes and products. To appreciate what we want to achieve, we must first begin with an understanding of the overarching GOALS of the transformation of the Public Sector which are as stated:

1. Creation of an enabling environment for effective governance
2. Establishment of an effective Accountability Framework
3. Promotion of Performance-based Management
4. Assurance of Quality Customer Service - improvement in service delivery
5. Employment of proper resource management
6. Integration of compatible Information, Communications and Technological Systems
7. Application of the appropriate level of skilled staff for greater efficiency
8. Creation of a culture and method of operating which is characterised by one integrated, united public sector striving together to achieve the goals of our Vision 2030 – National Development Plan.

It is therefore very important that we all adopt some basic guiding principles that should govern how we approach our service in the Public Sector. Note, I did say service, not to be confused with servitude. How we treat with our internal customers- our colleagues, as well as, our external customers, will demonstrate the ethos that embodies the wider public sector. Hence among the guiding principles that we must embrace are the following: professionalism, trustworthiness, courtesy, honesty and integrity.

As mentioned previously, to help us achieve this objective, the Planning Institute of Jamaica over the next three months, will facilitate on-going dialogue with public officers to develop the ***Strategic Policy Framework for a transformed Public Sector***. Do welcome the PIOJ as we explore how we inculcate those principles that will ensure “***A transformed, cohesive Public Sector that is performance-based, efficient, cost effective and service oriented***.”

Sincerely

Pat Sinclair McCalla
CEO, PSTU
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