WELCOME ADDRESS OF HONOURABLE MARIE ROLAND ALAIN

WONG YEN CHEONG, M.S.K.

MINISTER OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

On the Occasion of

Appointment of Management Support Officers

Ministry of Civil Service and Administrative Reforms

on Thursday 06 August 2015 at 10.00 Hrs

Fooks House

Port Louis
Ladies and Gentlemen,

Good morning.

Let me take this opportunity to warmly welcome you all. I would like to sincerely congratulate the new recruits for their appointment as Management Support Officers in the General Services Cadre.

As you are aware, the Ministry of Civil Service and Administrative Reforms is responsible for the allocation of human resources of the
general services cadre to Ministries/Departments to meet their organisational needs. As such, vacancies in the grade of Management Support Officer were advertised and the Public Service Commission has carried out a selection exercise on the basis of fairness, merit and qualifications. I must say that deserve your place here because you worked hard to obtain the best qualifications needed.

You have come through a very tough competition in this severe job market where even young graduates are struggling to get a job. To improve their chances of being employed, this Government is leaving no stone unturned to steer the economy towards a path of high investment and high employment, developing tailor-made crash courses in fields with high job prospects and ensure that appropriate training is provided to youth to promote the development of necessary skills in the labour force through the Youth Employment Programme amongst others.

Ladies and Gentlemen,

Our vision is to develop Mauritius into a modern and flourishing economy, enhance its competitiveness in the global market, improve the quality of life of the people and meet their rising expectations. To face the challenges ahead, we need trained and knowledgeable Public Officers at all levels, so as to achieve excellence in the delivery of services.
Several breakthrough initiatives have been introduced in the Public Service in order to introduce the quality concept, namely Total Quality Management Framework, ISO standards and Gemba Kaizen principles. These initiatives, together with e-services through the Government Online Centre, coupled with the improvement of counter services, have contributed to re-engineer the systems and procedures as well as shifting the mindset of public officers to adopt a more customer-oriented approach in their day to day functions.

I must say that you are joining the public service at the most opportune time where we will require your full participation and support in the implementation of the Human Resource Management Information System. The ultimate objective of this reform is to ensure an optimum utilization of human resources for providing more efficient services for the benefit of customers at large.

As Management Support Officers, you will be operating in the frontline, that is, at operational level which requires good communication skills and positive attitude towards work. You will be providing the main linkage between the citizen and middle management. The frontline job is intense, important, and also very hard. Citizens will form their impressions of the Government from their experience with frontline services. As such, one unhappy encounter can colour perceptions for a long time.
Therefore, as a public officer, you need to be customer-oriented by providing a prompt service in a courteous, ethical and responsible manner. You have to see things from the perspective of those we are serving, those who are on the receiving end. I know that we cannot accede to every appeal. But, your job is to listen, judge and decide. You must have a commitment to excellence in public service and an unwavering dedication to meet service delivery standards and provide a seamless service to the growing needs and aspirations of the public.

I have no doubt, Ladies and Gentlemen, that as a public officer you will fulfil your lawful obligations towards the government of the day with professionalism, integrity and loyalty and you will perform your duties efficiently and effectively.

Each of you must have different reasons to join the public service. One of them could be job security. Let me assure you, you will not only enjoy job security and a bright career in the civil service, but also opportunities for individual growth. This government is engaging in a new direction on this question of manpower training and development. Formal training will be dispensed by the Civil Service College which has recently been set up together with the E-Learning System, an e-learning platform which is underway and will soon be operational.
Ladies and Gentlemen,

I believe that having a healthy mind and body is the source of our motivation. To sustain a quality work life balance and reduce incidence of negative related occurrences across the Civil Service, the Ministry of Civil Service and Administrative Reforms has through the Public Officers Welfare Council, put in place measures to promote a standard quality of work life balance capable of creating and sustaining a strong, healthy and committed civil service.

Ladies and Gentlemen,

The Public Service of the future needs to be more innovative, better integrated, more strategic and more customer-focused. Achieving these goals will not be easy. But I am sure that you will show your commitment to the reform process as we build a new Public Service – one that is better for citizens, businesses, public servants themselves and society as a whole. Great responsibilities rest
on your shoulders to make our country’s tomorrow better than it is today.

I am confident that you will be more than able to discharge your duties and responsibilities and rise to the challenge for a professional public service committed to excellence.

Let me congratulate you once more for your appointment as Management Support Officer. I sincerely hope that you will pledge your commitment to uphold the values, vision, mission and objectives of Ministries and Departments where you will be posted.

Ladies and Gentlemen, allow me to quote here Renee West

Quote
“*You can have the best strategy and the best building in the world, but if you don’t have the hearts and minds of the people who work with you, none of it comes to life.*”

Unquote
You have been patient. I believe that since February last year you wanted to join the public service. You spent one whole year waiting. This should not happen in future. Some of you might have got a job elsewhere, but you are here today because you wanted to get a job in government.

I always say that if someone needs a service “today”, it should be provided “on the eve”. I believe in you. That is why I joined politics. I need people around me so that we may make this country better.

With these words, I wish you all plenty of success in your future career.

Thank you for your kind attention.