Speech of the Hon. M.R. Alain Wong Yen Cheong, M.S.K
Minister of Civil Service & Administrative Reforms

Recruitment of
Newly appointed Word Processing Operators
Thursday 22 October 2015
09h.30
Lecture Theatre – Fook’s House

Mr. Jhugroo, Senior Chief Executive, Ministry of Civil Service & A.R

Mr. A.K. Hoolass, Permanent Secretary

Mrs. Capery, Permanent Secretary

Managers of the Human Resource Department

Representatives of Unions and Federations of the Civil Service

Distinguished guests

Ladies and Gentlemen,

It gives me great pleasure to be with you this morning. At the very outset let me congratulate the 44 candidates who have been appointed as Word Processing Operators and who have been requested to report for duty as from today. I welcome you to the big family consisting of more than 50 000 public officers and invite you to dedicate yourselves to serve the citizens of this country, regardless of your status and posting. The
country requires a dedicated public service to be in line with our vision 2030.

We are at a juncture where many developed countries are downsizing their public sector. In the wake of the recent global financial crisis, countries are finding it difficult to sustain employment growth. International lending institutions keep on pressing for a leaner civil service in Mauritius. However, Government in Mauritius trusts its civil service, which plays a major role in sustaining governance and in facilitating the implementation of various Government programmes/projects.

This is why, despite all constraints, the civil service in Mauritius is sustaining recruitments in different grades. Since I have taken office as Minister, my Ministry has, through the Public Service Commission, recruited 130 Management Support Officers (MSO) and appointed 292 MSOs to the post of Office Management Assistant.
Ladies and gentlemen, you are newly appointed Word Processing Operators, you are the lucky few who have been selected among many potential candidates who have competed for the post. The selection process has been based on the principles of fairness, merit and qualifications and even you had to prove your competencies and proficiency through a practical test.

As from to-day you are public officers. As such, you are here to serve the nation, meet the growing needs and aspiration of citizens and to provide quality services in a timely, effective and efficient manner. We require your full commitment in the performance of your new duties.

In your functions as WPO, you will be using government resources. Resources are always scarce. Obviously, you have a duty to make the most of available resources through a culture of cost-effectiveness that you will be expected to develop.
Dear recruits, we are conscious that citizens expect diligent and quality responses. It is, therefore, my duty as Minister of Civil Service and Administrative Reforms to request you to develop the right work attitudes as your delivery standards will determine customer satisfaction. When customers are happy, there is a higher level of trust in the service and the Government at large.

You will mostly have internal customers, that is, officers at all levels who have to communicate through memos, letters or mails with either internal or external customers. The quality of documents that you will be called upon to word process should project a positive image of Government services. You are certainly aware that there is a perception that Government services are inefficient. But in fact, many people do not recognize the huge job being accomplished in the public sector. In the same vein, I wish to reiterate the Prime Minister’s appeal to one and all so that the set objectives are achieved and that the results may be seen.
As WPOs, wherever you will be posted, your performance will be monitored by your immediate superiors under the Performance Management System in force in the civil service. I have no doubt that you will have the opportunity to grow within the civil service and you will be able to compete for different posts open to serving officers. This implies that you will need to keep on learning both on the job and off the job. You have emerged from a very competitive exercise and you will have to retain a competitive edge through effective and quality delivery standards, more than satisfactory rating in the appraisal exercise and a sense of dedication at work.

**Newly appointed WPOs,**

My Ministry is conscious that you will need to be trained to acquire the right skills. We have programmed an induction training in the first instance to acquaint you with the civil service. You will also have the opportunity to follow a training programme which will be organized for you by the Human Resource Development Division (HRDD) of my Ministry.
Ladies and gentlemen,

My Ministry aims at providing quality training to public officers. The new Civil Service College Mauritius and the e-Learning Management System, an e-learning platform, will put at your disposal new opportunities for learning and development. A piece of advice to you from my side is that after you settle down in the different departments where you will be posted, don't allow yourself to become complacent. Allow yourself to be open to the opportunities that will come your way and make the most of those opportunities.

The Public Officers Welfare Council which falls under the aegis of my Ministry provides for a series of welfare activities to cater for the work life balance of public officers and I advise you to take maximum advantage of the activities organized in due course.

Ladies and gentlemen,

You are joining the service at the most opportune time where we will require your full participation in the major reforms undertaken by the Ministry. These include the Performance Management System, the
Human Resource Management Information system and other reforms initiatives which you will be acquainted with afterwards.

As public officers you will have to fulfill your lawful obligations to Government with professionalism, integrity and loyalty. You should perform your duties honestly and efficiently while respecting the rights of the public.

To this end, we need your commitment to uphold the values, vision, mission and objectives of Ministries/Departments where you will be posted and serve in the best interests of the service. We are all here to subordinate our personal interests in the interests of the organization.

As newly appointed Word Processing Operators, I wish you smooth integration within the teams in your respective Ministries/Departments. The integration will undoubtedly depend on the right attitude and mindset towards work and the organization. As it is often said, ATTITUDE is the only thing which guarantees you 100 percent success in life.
So the ball is now on your side. You need to develop the right attitude to make the public service a great place to work and become an employer of choice for which you will be proud of.

I again congratulate you and sincerely hope that you will live up to expectations and serve the citizens to the best of your ability in the best interests of the service.

I thank you all for your kind attention.

A.W

Minister of Civil Service & Administrative Reforms