Speech
Hon. Alain Wong Yen Cheong, M.S.K
Minister of Civil Service and Administrative Reforms
&
Minister of Environment, Sustainable Development, and Disaster and Beach Management
On the occasion of the
Welcoming of Newly appointed Word Processing Operators
Monday 29 August 2016
Sir Harilall Vaghjee Hall,
New Government Centre, Port Louis
10 00 hrs

Mr. Premhans Jhugro, Senior Chief Executive, Ministry of Civil Service and Administrative Reforms
Mr. Hoolass and Mrs Capery, Permanent Secretaries, Ministry of Civil Service and Administrative Reforms
Mr. Luchoomun, Director Human Resource
Officers of the Ministry of Civil Service and Administrative Reforms
Representatives of unions and Federations
Distinguished Guests
Ladies and Gentlemen

It is a great pleasure for me to be here this morning, and I would like to extend a very warm welcome to the newly appointed Word
Processing Operators who are joining the big family of the Civil Service which comprises more than 50,000 public officers. This is, no doubt, a great day for you and your families, as securing a job in the Government Service is a big achievement.

As you may be aware, we are at a juncture where many countries are downsizing their public sector. In the wake of the recent global financial crisis, countries are finding it difficult to sustain employment growth. Moreover, International lending institutions keep on pressing for a leaner civil service. But here, in Mauritius, Government 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 continuing to make recruitments in the required grades, hence the recruitment of Word Processing Operators.

A typing speed test was carried out by the Public Service Commission in August 2015. So far, my Ministry has recruited:

A first batch of 44 Word Processing Operators in October 2015;
A second batch of 10 in March 2016; and
you are in the third batch of 62 who are joining the Public Service today.
Let me also point out that since I took office as Minister, I have ensured that all funded vacancies are filled within a reasonable timeframe. Hence, I can say that, as at to date:

- 45 Office Management Assistants have been promoted to the post of Office Management Executive;
- 313 Management Support Officers have been appointed to the post of Office Management Assistant;
- 480 Management Support Officers have been recruited;
- 91 Word Processing Operators have been promoted to the post Management Support Officer;
- 53 Word Processing Operators have been promoted to the Post of Confidential Secretary;
- 10 Word Processing Operators have been promoted to the post of Senior Word Processing Operator;
- 28 Office Care attendants have been promoted to the post of Head Office Care attendants; and
- 199 Office Care Attendants/Senior Office Care Attendants have been recruited.

Ladies and gentlemen,

As newly appointed Word Processing Operators, I can say that 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 you had to prove your competencies and proficiency through a practical test.
As from today you have officially attained the status of a Public Officer. 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 Word Processing Operators, you will be using government resources and as you know resources are always scarce. Obviously, you have a duty to make judicious use 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 services. It is, therefore, my duty as Minister of Civil Service and Administrative Reforms to request you to develop the right attitude at work 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 memoranda, 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. You will observe through your
career that this is not true. I come from the private sector and I can assure everyone present here that I have been pleasantly surprised by the sense of dedication and professionalism among most public officers.

As Word Processing Operators, you will mostly be the unknown soldier of the civil service as all documents passing through your hands will bear the signature of other officers. However, you should in no case develop a sense of frustration. On the contrary, you will have the opportunity to experience selfless service.

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.

My Ministry is conscious that you will need to be trained to acquire the right skills. As is the practice, we have programmed an induction training in the first instance to acquaint you with the working of the civil service. Subsequently, you will also have the opportunity to follow specific training courses in Customer Care and effective communication, amongst others, which will be organized in collaboration with the Civil Service College, Mauritius. My Ministry aims at providing quality training to public officers.
Dear recruits,

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 and you should not stick to routine tasks. With routine, 40 years in the service would seem like only one day. Be innovative and allow yourself to be open to opportunities that will come your way and make the most of those opportunities.

Let me also add that 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. I advise you to take maximum advantage of the activities organized in due course.

Ladies and gentlemen,

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. 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