Speech

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And

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Welcoming the 350 Newly appointed Management Support Officers

Thursday 05th May 2016
Sir Harilall Vaghjee Memorial Hall,
New Government Centre
10 00 hours

Mr. Jhugroo, Senior Chief Executive of the Ministry of Civil Service and Administrative Reforms
Mr. Hoolass and Mrs Capery, Permanent Secretaries of the Ministry of Civil Service and Administrative Reforms

Dear recruits
Distinguished Guests
Ladies and gentlemen
Good morning,

I am very pleased to be here this morning to welcome the 350 newly appointed Management Support Officers. I seize the opportunity to congratulate the new recruits for having joined the public service family which consists of more than 50,000 public officers. I invite, at the very start of your career you to dedicate yourselves to serve the citizens of this country, regardless of your status and posting.

We are at a juncture where many developed countries are downsizing their public services. In the wake of the recent global financial crisis, countries find it difficult to sustain employment growth.

International lending institutions keep on pressing for a leaner civil service. However, the Government in Mauritius has trust in its civil service which plays a major role in sustaining governance and in facilitating the implementation and execution of government programmes.

This is why, despite all constraints, the civil service in Mauritius is sustaining recruitments in different grades.

Ladies and gentlemen,

Since I took Office as Minister, my Ministry has recruited 130 Management Support Officers, 54 Word Processing Operators, and 292 Management Support Officers have been promoted to the grade of Office
Management Assistant, 10 Word Processing Operators have been promoted as Senior Word Processing Operators and 38 Word Processing Operators have been appointed as Confidential Secretaries.

Following a recommendation made to the Public Service Commission for filling of vacancies in the grade of Management Support Officer, the post was advertised on 11 September 2015 and 350 Management Support Officers are being recruited today to cater for the organizational needs of Ministries/Departments across the Civil Service.

I congratulate you, the new Management Support Officers, again on your selection among so many potential candidates who have competed for the post.

Dear Recruits

You will certainly agree that the selection process has been based on the principles of fairness, merit and qualifications. I am sure most of you, if not all, have at least a first degree even if the post requires 2 A levels.

The post of Management Support Officer is the entry point in the Civil Service which provides vistas of opportunities. You will be confirmed in your posts provided that you are favourably reported upon by your Supervisors.

After confirmation and on completion of a few years of service, you will have the opportunity to compete for the post of Office Management
Assistant for specialized functional areas such as Purchasing and Supplies, Finance, Human resources, General Administration, amongst others, or you may even choose to compete for technical positions such as Labour Inspector, Family Welfare and Protection Officer, Social Security Officer, Statistical Officer, Court Officer, just to mention a few.

As you are aware we are living in a dynamic and competitive environment where people look for better positions. But as long as you are in the public service, you are expected to dedicate yourselves to the service of the nation, especially to those who need your service.

You are joining the service at the most opportune time where we will require your full participation in the major reforms being undertaken by the Ministry of Civil Service and Administrative Reforms with regards to 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 are here to serve the nation. Service to the nation is a very noble duty. You will be interacting with people in your own organization, people from other organisations and even with members of the public depending on where you are posted.

Whether your customers are internal or external to the organization, you have a duty to be courteous at all times. You will have targets to achieve within the whole sets of objectives of your Ministry or Department where you are posted.
In your functions as MSO, you will be using government resources. Resources are always scarce. Obviously, you have a duty to make the most of the 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 mindset and work attitude from the very start 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.

My Ministry is conscious that you need training to acquire the right skills. We have planned an induction training in the first instance to acquaint you with the general operation of the civil service. You will also have the opportunity to follow other subject-specific training sessions as and when required. I am sure that in due course you will have the opportunity to follow training at the Civil Service College, Mauritius which was set up last year.

As public officers you will have to fulfill your lawful obligations to Government with professionalism, integrity and loyalty. You should perform your duties honestly, faithfully and efficiently while respecting the rights of the public.
To inspire public confidence and trust, you should be guided by certain core values such as integrity, selflessness, impartiality, objectivity and accountability.

Once you are posted in your respective Ministry or Department, you will have to integrate work groups and teams, adapt to the culture of the organization and provide the best services to your customers whether they are people from the same Ministry or the public at large who will call at your desk.

They may be in the form of a potential entrepreneur, a poor and needy citizen claiming assistance, somebody paying registration fees and other duties or other distressed persons needing some intervention. Your customers will have a lot of expectations and it will be your duty to ensure that they enjoy a positive experience as a customer.

All you have to do is to provide a prompt service to meet the expectations of all your stakeholders in a courteous, ethical and responsible manner. You should bear in mind that you are the agent of the Government, you are acting on behalf of the Senior Chief Executive or the Accounting Officer of your organization.

To this end we need your engagement to uphold the values, vision, mission and objectives of Ministries/Departments where you will be posted.
As newly appointed Management Support Officers, I wish you a quick and smooth integration within the teams at your respective Ministries/Departments. The integration will undoubtedly depend on the right attitude and mindset towards the work, the organization and colleagues. As it is often said, ATTITUDE is the only thing which guarantees you 100 percent success in life.

Dear Recruits

The ball is now on your side! You have the challenge before you, you have to develop the right attitude to make the public service a great place to work and serve.

John Hutton, Chairman of the Royal United Services Institute (UK) has said, I quote:

“The Civil Service is a vital economic asset ...- firstly, in the way it creates a framework for excellence in service delivery and secondly, in how it helps organise the best way to deliver modern public services on which both businesses and individuals depend”.

I once again congratulate you, the new recruits, and sincerely hope that you will live up to expectations and serve the citizen to the best of your ability in the best interest of the service.

I thank you for your kind attention.

A.W