



Weekly Bulletin

Published by the KSG Communications Department

KSG Campuses

- Baringo
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- e-Learning and Development Institute
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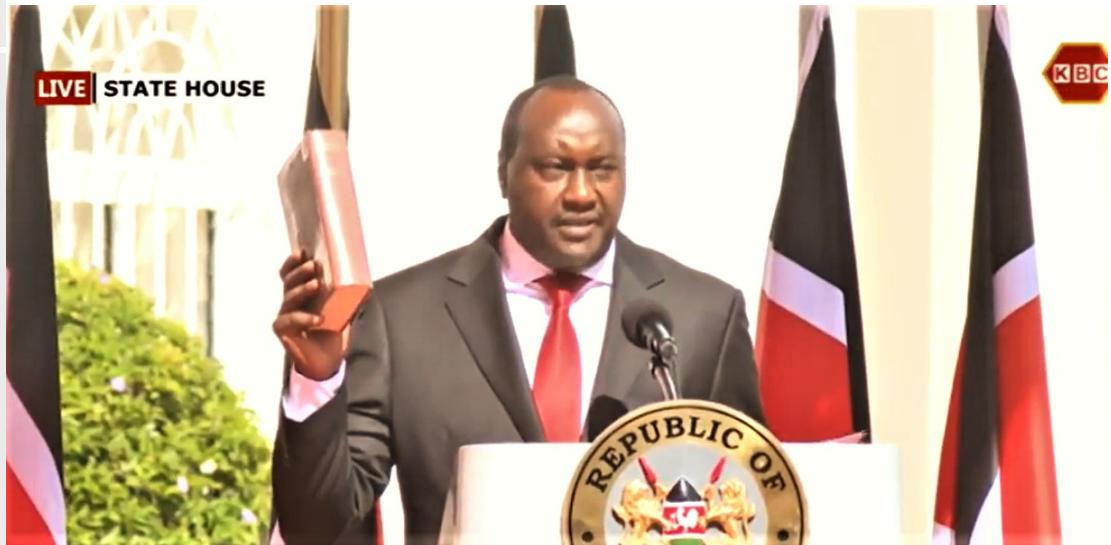
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- Centre for Public Service Values, Ethics and Integrity
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Enter Gathecha; New PS Sworn In



Mr. Amos Njoroge Gathecha takes oath of office during his swearing in as Principal Secretary for the State Department for Public Service.

Mr. Amos Njoroge Gathecha, has today been sworn in to take charge of the State Department for Public Service in the Ministry of Public Service, Gender and Affirmative Action as the Principal Secretary.

Mr. Gathecha's swearing-in, which was presided over by the President of the Republic of Kenya, H.E Dr. William Ruto at State House, Nairobi, following his nomination and successful vetting by the National Assembly.

The former National Treasury Principal Administrative Secretary takes over from Mrs. Mary Wanjira Kimonye who served in the docket from February 28, 2020.

In the new docket, Mr. Gathecha will be in charge of the administration of the State Department which houses government agencies including the Kenya School of Government and Huduma Kenya which will benefit

greatly from his wealth of experience in public service.

A seasoned administrator with vast experience in public sector management spanning over 30 years, he brings on board experience from working with The National Treasury as Principal Administrative Secretary and the National Governments Projects Implementation where he served as the Secretary to the National Development Implementation and

Enter Gathecha, New PS Sworn In

Communication Coordination Committee.

He also served as the Head of the Secretariat of the National Development Implementation and Technical Committee and Head of Secretariat, National Identity Information Management System (NIIMS) popularly known as Huduma Namba. It is worth noting that at this time he coordinated the registration of 37.7 million Kenyans for the Huduma Namba in 45 days in 2019. This is apart from serving as County Commissioner in Embu

and Nakuru. Mr. Gathecha also worked as a District Commissioner in West Pokot, Maragua, Bomet, Lugari, and Marsabit. Indeed, a celebrated career in Public Service.

The newly appointed Principal Secretary is a graduate of the University of Nairobi with a Masters of Arts degree in International Studies and a Bachelor's degree in Political Science and Philosophy.

The Kenya School of Government Council, Management, and staff take this

early opportunity to congratulate Mr. Gathecha on his confirmation and appointment as Principal Secretary and to wish him a successful tenure as he takes over the new docket in the Ministry.

Indeed, Director General, Prof. Ludeki Chweya has stated; "The School is delighted for your appointment and looks forward to your guidance and partnership for the betterment of this great Ministry and the Nation of Kenya"

Complied by Ephline Okoth, Sharon Ngina and Pauline Ngurukie

**HUDUMA
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FOURTH EDITION**

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Mohamed underscores significance of strategic planning

BY GLENN LUMITI

Prof. Nura Mohamed, Kenya School of Government, Director of Finance and Administration, has exhorted personal development of government employees for the fulfillment of set targets.

Prof. Mohamed who observed that many times people make goals but do not pursue them because of reasons such as lack of discipline, procrastination, a distraction from competing interests, and lack of belief in oneself based on previous failures, put emphasis on self-assurance as crucial to individual and professional attainment.

"As a people who serve citizens through Government, we have to believe in and develop confidence in ourselves by creating strategies that are realistic. Only then will we be motivated and committed to being of service to others," he counseled.

At KSG Mombasa Campus, the Director made the comments while he oversaw the graduation ceremony of participants from various courses.

According to Prof. Mohamed, progress made by employees will also depend on the requirements met based on job-related necessities. He believes that the plans should be strategically poised toward increasing productivity and performance. He added that of equal importance is the tradition of celebrating strides achieved.

"When was the last time you acknowledged your progress? Allowing negativity to settle in your system will stunt your



A cross-section of course participants follow proceedings during a joint closing ceremony at KSG Mombasa Campus. The ceremony was presided over by Prof. Nura Mohamed, KSG Director Finance and Administration.

progress," he stated, expressing his belief that the efforts made by public servants in dispersing their duties depend on their positivity towards service.

He pointed out that the essence of having a positive attitude creates a positive working environment and encourages engagement and inclusion in service delivery. He advised dwelling on pessimism shifts focus to unrelated matters which will automatically push officers to offer poor services.

"We cannot continue to act in the same manner and anticipate different outcomes. It will not be simple to imperialize our ministries and departments and achieve self-sufficiency if we do not adopt a different mindset," he warned.

Planning assists officers to concentrate on essential challenges and difficulties inside organizational structures and assist key decision-makers in

identifying solutions. Planning aids organizations in defining strategic objectives and making decisions that positively impact the future. Organizations that plan are ready to adapt to demands and pressures from both internal and external sources, and effectively manage the effects of changes. Planning also makes it possible to develop policies that inform decisions to work more productively and fulfill duties, which directly benefit an organization's workforce. Through plans, organizations can develop employee knowledge and grow a sense of teamwork.

Prof. Mohamed reiterated that having vision would be key to achievement as he insisted on employees having dreams that inspire them to be industrious.

"Never downgrade your dreams to match your reality, instead upgrade your conviction to match your destiny," he said.

Induction Training for Newly Recruited County Officials Promises Greater Results

BY EPHLINE OKOTH

As the five days induction for the County Executive Committee members of Busia County Government concludes on Friday December 2, 2022, the rallying call is to establish a strengthened team whose common goal is the success of the County. This will be noted in realized development and improved lives of the citizens.

The Induction Program for the senior county officers is in line with the County's focus on increasing the efficiency and productivity of the team through capacity development in readiness for the implementation of the goals of the new administration.

The training imparts on the county officials' government organization, functions, and practices; devolution and intergovernmental relations; policy formulation and implementation; county productivity and performance management; and county public finance and resource stewardship.

In addition, it imparts to officers county-specific public participation; economic planning for local development; organizational communication and cabinet memo writing; public procurement management as well as culture and change management, among other significant areas.

Busia is the fifth County to be inducted at the Campus since the consolidation of county leadership across the country following the August General Election. Other County Executive Committee members (CECs) that have been inducted at KSG Mombasa Campus are from Kericho, Taita Taveta, Isiolo, and West Pokot.

As he addressed the CECs, Busia County Deputy Governor Arthur Odero called for action that is geared towards delivering the results of well-defined success for the County.

"There are heavy demands on us



Busia County Deputy Governor Mr. Arthur Odero addresses members of the County Executive Committee during Induction at KSG Mombasa Campus

in terms of governance and service delivery. Coupled with the politically charged environment, it requires a lot of wisdom, fortitude, and undying will. We must gel as a team and work meaningfully and suitably to focus on our shared goal which is to positively change the lives of our people," said Mr. Odero.

The Deputy Governor believes in the support of the Kenya School of Government to deliver the aspirations of the County's administration saying: "It is a pleasure to see a government institution building the capacity of senior National and County Government officers. It says a lot about our capability as a nation and we are proud of KSG I hope that we can continue working together as we move forward. The School will help us see the relationship between thinking, actions, and outcomes and how we define success," said Mr. Odero.

Dr. Tom Wanyama, Mombasa Campus Director, spoke to the team about ensuring a change in mindset among the people of Busia.

"You have a unique opportunity to contribute to the greatness of Busia County; an opportunity to leave your people better than you found them. The greatest change that you should realize is to trigger a mindset change for Busia to have a citizenry that is fruitful; one that is also focused and determined to contribute to change. From being dependent on outsiders to seeing them as partners and focusing on own development to realize growth," said Dr. Wanyama.

He implored the county officials to take up the services offered by KSG to the National and County governments to enhance the productivity and growth of the County.

"KSG focuses on capacity and transformational development in the Public Service, a journey that we have walked with National and County Governments since 2013 to ensure that the nation serves the citizens as required. Apart from Induction, we offer training in leadership and management, undertake research and carry out consultancy services," Dr. Wanyama highlighted.

Refine Client Service for Positive Profile

BY MARY NJENGA

Every citizen envisions an operative and proficient Public Service that is client centred and provides quality as well as timely services. Unfortunately, this may not be the case with the majority of government organizations. The perception and attitude the public holds of them is one without public relations and customer care. This leads to client dissatisfaction and feeling devalued.

Public Relations is a deliberate effort by an organization to create a mutually beneficial relationship with its stakeholders, seeking to establish and maintain a positive corporate image. This concept seems to be easily and successfully adopted in private establishments as compared to the public sector, and the difference in public image between the two sectors is enormous. Private practitioners appreciate that theirs is a competitive business world that strives to institute, maintain and increase their market share by offering quality services and products.

In an effort to correct this perception, the Kenya School of Government (KSG), is committed to transforming the public service image by instilling Public Relations and Customer Care knowledge in public servants. Though the practice is now widely adopted in public institutions, its full impact is yet to be felt. This is mainly because it has been limited to a specific department or section in many organizations.

KSG emphasizes that Public Relations is a necessary skill for every employee as they either directly or indirectly influence public perception through upholding organizational core values, or not. In addition, KSG in its service delivery is a mirror into which other officers ought to reflect. Staff endeavour to practice fine client service through good communication skills, integrity, and quality services.

Some of the indicators of effective



Mr. Moses Njoroge,(2nd right) faculty member at the KSG Embu Campus having a demonstration with participants of the Public Relations and Customer Care Course.

public relations in an organization are captured below;

Excellent client service in any institution largely determines how it is rated and perceived. It is important for all staff to understand that the client is the most crucial part of any business. It is also important to note that service should be given to the highest expectations and with the utmost respect. While serving clients, whether difficult or not; professionalism and patience should be exercised to enhance smooth operations. In case of an error or a complaint, one should apply active listening, admit the error and correct it as soon as possible. Client service can be measured by registering new clients and retaining repeat ones.

Creating awareness and informing the public of new or rebranded products and services requires processes or even re-packaging in order to enlighten them on how to access them. Leveraging technology has made this possible, especially since the public has embraced automation. This increases familiarity and natures a culture of trust.

Effective communication with the targeted public creates common understanding thus making it easy to deliver and convince them of policies. When an organization involves its stakeholders, it promotes trust, loyalty, and productivity, and ensures the resolution of issues. The government

now engages in public participation which contributes to better decisions based on assorted opinions and perspectives from stakeholders promoting a sense of belonging, ownership, acceptance, recognition, and social support.

Crisis management: Although no one anticipates a crisis, every organization must have a Crisis Management Plan to enable it to best handle any occurrence that may threaten its reputation and future performance. This calls for a well-prepared crisis plan that informs all interested parties about the current situation, potential risks, and planned actions with an aim of restoring trust and confidence.

In conclusion, it is important to note that with the increasing education levels of Kenyans, growth in technology, and increasing number of foreign investors, some private entities have emerged with an attempt to stultify their public counterparts. This presents caution to public organizations to embrace PR through innovation and being proactive by identifying a problem that is the customers' need and finding the best solution to it, this will definitely create a positive image of a product/service and a reputable organization in their minds. Consistency in quality service delivery instills confidence and a sense of reliability.

Protecting children is protecting the future

BY BETH MUIGAI

“It takes a village to bring up a child,” a famous African proverb that draws on the input of more than just the birth parents to provide holistic nurturing of a child; security, mental stability, emotional well-being, and physical requirements among many needs of a child. These actors include Governments, religious organizations, extended family, and teachers among others.

Governments in particular are instrumental in the protection of the child through the application of laws that protect the rights of children. For instance, in a situation where a child is denied their right to education, security, basic nutrition, shelter, and health care, the Government takes the responsibility of housing them in institutions established for such purposes. The Nairobi Children Rescue Centre in Kiambu County is one such institution. It is home to children that have been abused, orphaned, or abandoned, whose parents are in prison, or who have an active custodial case that is ongoing.

Participants of Senior Management Course No. 392/2022 at

Kenya School of Government (KSG) Lower Kabete visited the Nairobi Children Rescue Centre on Thursday, December 1, 2022, for a Corporate Social Responsibility (CSR) activity. Led by KSG faculty member and course coordinator, Mr. Henry Njoroge together with class president Ms. Jacqueline Aseka the team discharged their philanthropic responsibility through donations and spending quality time with the children.

The Centre's Manager, Ms. Margaret Kagwiria was joyful at the visit saying that it was a much needed break for the children. “These children do not leave this home due to the nature of their cases and so seeing new faces warms their hearts,” she said. “Seeing parental figures gives them a sense of security which is healthy and important for their developmental growth.”

Ms. Aseka called on her fellow participants, who are parents, to remember that children are at the center of any decision that they chose to make. “Children are impacted by the decisions made for them and by the people around them. When a wrong decision is

made, then they suffer the most,” she said. “Ideally, these children should be with a family back at their homes where they can receive care and love.”

She further called on young girls who fall pregnant not to abandon their children. “Getting pregnant and having a child is not the end of the world. When a young girl gets a child, I would advise them to approach the society around them or such institutions to help them bring up the child” she urged. “It is the right of a child to know who the parent is”

Vincent Sabulei, one of the participants expressed his privilege of having been part of the CSR activity for the benefit of the lives of the children. “This is the best way to end our program. It is such an honor to impact the lives of these children who might not understand the circumstances that surround them” he said. “I am grateful the KSG brought this to our attention”

The four weeks SMC course came to an end on December 1, 2022, with the next class scheduled to begin in January 2023.



SMC No. 391/2022 participants with the children at Nairobi Children Rescue Centre during the CSR visit

Weekly Activities in Summary



1. KSG Director General Prof. Ludeki Chweya (Right) addressing Turkana and Uasin Gishu County Executive Committee members during their induction at Lower Kabete.

2. Governor Uasin Gishu County Hon. Jonathan Bii (center) shares a moment with KSG Director General Prof. Ludeki Chweya. Looking on is the Director in charge of Learning and Development, Dr. Recheal Ngesa



Staff of Mombasa Campus adorn red ribbons that commemorate the World Aids Day which is celebrated every 1st day of December. The theme this year is "Equalize" a rallying cry to address disparities and doing everything we can to end AIDS



e-Learning and Development Institute staff members, condole with their colleague, Mr. Nathan Karanja during the burial of his father Mzee John Kiiru who was laid to rest at his Naivasha home.



Participants of the Senior Management Course No. 164/2022 of Baringo Campus participate in a tree planting exercise at the Campus.

Leadership Lesson

The fight against HIV/ AIDS requires leadership from all parts of government - and it needs to go right to the top. AIDS is far more than a health crisis. It is a threat to development itself.

-Kofi Annan

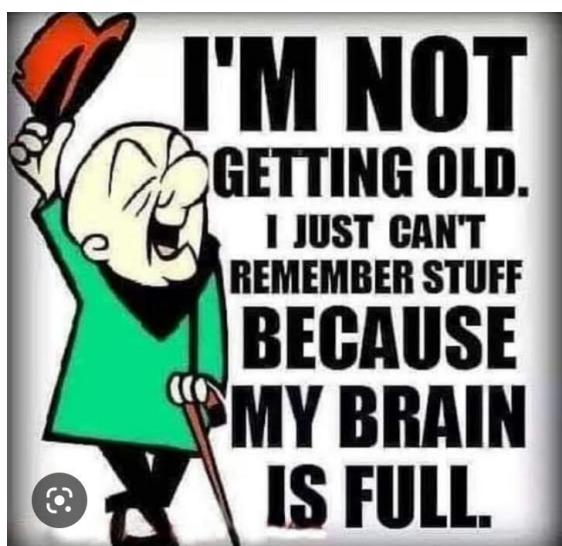
Have Your Say

Lokoopa @ekalejames78 · 15h

Replies to @KSGKenya and @DrJohnErus

Dr. Ngesa is such a very compassionate leader. One chilly morning at around 6:30Am she met me outside the admission offices and took me to her office where I took a cup of coffee as we shared. Good to see her receive our DG..

Humor of the week



Quote of the Week

“If we can make HIV testing a normal part of looking after your health, we can truly envisage an AIDS-free in the future.”

-David Furnish

UPCOMING AND ONGOING PROGRAMS

Baringo Campus

Supervisory Skills Development Course	5th -16th December, 2022
Public Relations & Customer Care Course	5th -16th December, 2022
Senior Management Course (165)	21st November - 16th December, 2022
Strategic Leadership Development Program	7th November - 16th December, 2022
Conduct of Meetings and Minute Writing Course	5th - 9th December, 2022
Result-Based Monitoring & Evaluation	5th - 16th December, 7th December 2022
2022NHIF Workshop	

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Embu Campus

Senior Management Course No. 181	21st November - 16th December, 2022
Supervisory skills Development Course No 86	28th November - 9th December, 2022
Strategic Leadership Development Program (Online) NO 333	24th October -16th December, 2022
State Department for Housing & Urban Development	4th - 9th December, 2022
National Police Service Commission	5th - 14th December,2022

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Matuga Campus

Kenya Agricultural Livestock Research Organization Workshop	8th - 9th December, 2022
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Mombasa Campus

Strategic Leadership Development Program No. 334	7th November - 16th December, 2022
Senior Management Course No. 160	21st November - 16th December, 2022
Management of Children Affairs Course	28th November- 9th December, 2022
Personal Branding	5th - 9th December, 2022
Job Evaluation in the Public Service	5th - 9th December, 2022
Conduct of Meeting & Minute Writing Course	5th - 9th December, 2022
Induction Program for Ward Administrators	5th - 9th December, 2022
Result-Based Monitoring & Evaluation	5th - 16th December, 2022
Supervisory Skills Development Course	5th - 16th December, 2022
Public Relations & Customer Care Course	5th - 16th December, 2022
Induction Program for CECs	6th - 11th December, 2022
Masai Technical Training Institute (Workshop)	5th - 7th December, 2022
Lower Kabete Primary School	6th - 10th December, 2022
Kenya Education Management Institute (Workshop)	8th - 17th December, 2022
NHIF (Workshop)	5th December, 2022
NTSA (Workshop)	9th December, 2022

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