



# Electronic Newsletter Sept. 2013

OF THE CIVIL SERVICE AGENCY, RL *"Smaller Government, Better Service"*

Office of the Director General – Civil Service Agency, Republic of Liberia

## CSA hosts Recognition Program for Office Attendants, Drivers, and Maintenance Officers!

**O**n Friday, August 16, 2013, the Civil Service Agency had a Program of Recognition and Appreciation in honor of Office Attendants, Drivers and Maintenance staffers. The purpose of this program was to recognize and appreciate these staff for their selfless and tireless contribution to the overall growth and development of CSA. Three of the honorees; Jacob Pyne-Administration, John Kamara-Office of the Director-General and Jeremiah Mulbah-Administration were awarded special gifts for their outstanding work in their respective assignments.

When questioned about how they felt about the program, the honored staff

asserted that recognizing and appreciating lower-tiered staff in the agency was an excellent idea. They were extremely proud of being recognized and stressed that such programs encourage them to work harder as well as empower their colleagues to take their work to the next level. The honorees suggested that the senior management of the agency provide better equipment for them to be able to do their work more effectively.

The three (3) awardees noted that the reason they all received special recognition was because they have been very consistent in performing their job responsibilities –they rarely miss working

days; they are punctual; and are always willing to help other employees even if it were not a part of their jobs. Mr. Payne has had perfect attendance since he began working at the CSA in 2010.

The D-G and DDGP/HRM Policy of the CSA both led the program providing statements of recognition and gifts to awardees. Director-General, Hon. George Werner, consider the honorees as essential personnel to the agency and that without them, it would be difficult for the agency to achieve its timely deliverables. Various Senior Managers and Directorate Heads participated in the event by serving food and drinks to their staff.





Hon. George Werner embraces the employee Jacob Pyne of Administration



## The Importance and Benefits of Employee Rewards and Recognition

*Excerpt from a Daniel Bolton's article (of the Yahoo Contributor Network)*

It is important for one's employees to know they are valued. W.P. Brick (2012) elevates this importance in *Public Manager* by writing, "Recognition and employee engagement are so critical to the operations and culture of a modern workplace they can only be ignored at great peril (6)." In *EntreLeadership*, Dave Ramsey (2011) adds, "Where there is no recognition, it is very difficult to have passionate, creative, motivated team members" (238). When it comes to valuing employees, the manager has nothing to lose when giving the recognition but much to lose by withholding praise. This is not to say that employees should be recognized for anything and everything, but that when a job is done exceptionally well, there should be recognition.



Hon. Werner, with his Deputy for HRM/Policy, Dr. Puchu Leona Bernard as well as Alfred Drosaye, PAO



John Kamara, Jacob Pyne, and Jeremiah Mulbah, the top three honorees of the recognition program



Dr. Puchu Leona Bernard gives award to Mr. Javob Pyne of Administration



Hon. Werner, with his Deputy for HRM/Policy, Dr. Puchu Leona Bernard as well as Alfred Drosaye, PAO



Jeremiah Mulbah holding his gift from the Recognition Program





PSM Fellows Honore Tchou and Nora McGann at the Civil Service Agency Headquarters on Carey Street

## The CSA receives Georgetown U. Fellows to Support the PSM Project!

**Aug. 2013**— Philanthropist George Soros and the Soros Foundation have had a longstanding relationship with the President Sirleaf Administration. This August the Soros foundation again honored that relationship by sponsoring two (2) Georgetown University Graduates to assist the Civil Service Agency with their Public Sector Modernization Initiatives (PSM). Termed PSM Fellows, both 2013

### Project Partners:



## Recent Highlights

### 2.1 The CSA Welcomes PSM Fellows!

The Soros Foundation has provided two Georgetown University Masters Graduates to work as Fellows to support the Civil Service Agency with its Public Sector Modernization (PSM) Initiative.

Georgetown University - School of Foreign Service graduates Honore Tchou and Nora McGann will work closely with every Directorate/Directorate Head to bolster the capacity of the CSA PSM technical team.

While at Georgetown, Mr. Tchou pursued his Masters education in International Development whilst Ms. McGann's area of focus was Migration & Labor Issues. Mr. Tchou is a native of the Northern California Bay Area. He attended UCLA in Southern California for undergrad. Ms. McGann is from Wisconsin and studied at Bryn Mawr University.

Less than one week in Liberia, the PSM Fellows attended an intellectual forum held in the West Point community with the Director-General, his Sr. Technical Advisor, and media personnel. The theme of this West Point Intellectual forum was "Civil Service Reform" and the D-G was the guest of honor at the event. In his remarks the D-G gave a very enlightening speech on Reform initiatives, the progress of the civil service from 2006–2013, and the challenges ahead. He then fielded questions from the audience.

Mr. Tchou shares sentiments about the program stating, "At the West Point Intellectual Forum I realized that the CSA is not only about catering to a certain class of people, but they are also about being inclusive of all levels of society.

West Point citizen's voices count... they can get on the radio and challenge government officials and the status quo. You can tell that there is major freedom of speech here, which is not common in many African countries."

The following weekend the PSM fellows were delighted when they were invited by the D-G to a high-level discussion centered on the PSM initiatives and planning for a prospective Cabinet Meeting in the coming months. H.E. President Ellen Johnson-Sirleaf led the discussion.

Ms. McGann reflects, "It was an honor to have the opportunity to sit with a Head of State. I am very enthusiastic about this work and the CSA Reform process, and it's great that the President is championing the reform. Meeting a female leader is definitely a major highlight of this experience!"

The PSM Fellows are committed to supporting the CSA reforms and making a meaningful contribution to the political process with regards to Public Sector Modernization. Socially, they wish to learn more of Liberia's rich history and culture as well as get a chance to venture outside of Monrovia.

The Fellows are scheduled to be in Liberia for a total of six (6) months and will work out of the TOKTEN office on the 3<sup>rd</sup> floor of the CSA HQ office on Carey Street.



Director of Employment Services - Mrs. Retta Vincent

## The PAN Process: A Recruitment & Employment Guide for Civil Servants!

The CSA, together with the Ministry of Finance, has officially **"Gone Live"**. This milestone allowed the CSA's Human Resource Management process to be managed in an automated environment using a Human Resource Management Information System (HRMIS).

This added responsibility has placed the entire GoL automated Payroll system under the management of the CSA.

The professionals of CSA are determined to ensure the highest integrity and efficient management of the Civil Service Payroll. Though, the Recruitment, Employment, and PAN Processes remain confusing to many people.

To provide a simpler understanding of the PAN Process, the CSA's Director of Employment Services, Mrs. Retta Vincent in collaboration with Shadi Baki of HRMIS has listed the steps as follows:

1. The Head of HR from the respective Ministry or Agency initiates the PAN process by submitting a PAN Request Letter to the Director-General of the CSA.

2. The Director-General of the CSA reviews and either approves or disapproves the recruitment request and send the blank PAN to the MAC.

3. The Head of HR from the Ministry/ Agency liaises with the CSA Employment Services Directorate (Director: Mrs. Retta Vincent) to conduct recruitment exercises to select candidates and fill out their PANs.

4. The HRMIS Directorate receives and validates the PAN packages & verifies each candidate biometrically.

5. The Employment Services Directorate's classification analyst validates open position and salary scale (Recruitment Process) or validates "proposed" position and salary scale when necessary (Employment Update Process). Then provides a selection check qualification.

6. The Principal Administrative Officer (PAO) of the CSA reviews and approves the recruitment or employment update action.

7. The Deputy Director-General/HRM of the CSA rechecks the recruitment or employment update action for onward submission to the D-G.

8. The Director-General of the CSA reviews & approves the recruitment or

employment update action.

9. The Deputy Director-General/HRM of the CSA then prepares cover letters for onward submission to the Department of the Budget.

10. The Department of the Budget validates the PANs for financial implications on the Budget.

11. Both the CSA HRMIS Directorate and the Employment Services Directorate work together to add employment records of the recruitment process or employment update process to the HRMIS & Biometric databases.

12. Lastly, the Payroll department of the Ministry of Finance adds the Payroll records of the Recruitment Process or the Employment Updated Process.

### Recent Highlights

#### 3.1 The PAN Process Explained -

The Employment Service Directorate of the CSA gives a step-by-step breakdown to explain the Personnel Action Notice (PAN), Recruitment and Employment processes.





Assistant Director of IT Services— CSA

## CSA's Assistant Director for IT Services travels to China for Masters!

**A**ug. 25, 2013— The Assisting Director for IT Services at the Civil Service Agency, Mr. Sonkarlay J.Y. Weamie, has embarked on a journey to The People's Republic of China to pursue a Masters degree in Computer Science and Technology at Hunan University in Changsha, Hunan Province - China.

Mr. Weamie has played a key supervisory role in managing the Information Technology Services for the Civil Service Agency. In his capacity as Assisting Director for IT Services, Mr. Weamie has installed most of the IT infrastruc-

ture at the CSA; this helps ensure the functioning of the various directorates and offices.

He has also worked diligently to train the staff and build synergistic relationships with his fellow employees across CSA directorates. Director of HRMIS and Biometrics Shadi Baki speaks highly of his former colleague by saying,

***"It's tough to see Sonkarlay go. He is hardworking and committed to his work, but we understand this is an important part of his professional development to advance his career."***

We wish him success in his studies at the Hunan University and hope he returns with additional knowledge to help improve the Civil Service Agency with reaching their reform agenda goals.



### Recent Highlights

#### 4.1 Former CSA Director travels to China for Masters Education

Former Assistant Director for IT Services Sonkary Weamie travels to China to earn a Master's Degree in Computer Science and Technology at one of China's oldest Universities, Hunan University.