

**KSG Campuses**

- Baringo
- Embu
- Matuga
- Mombasa

**Institutes**

- e-Learning and Development Institute
- Security Management Institute
- Margaret Kenyatta Institute

**KSG Centres of Excellence**

- Centre for Devolution Studies
- Centre for Public Service Values, Ethics and Integrity
- Centre for Public Finance Management
- Centre for Leadership and Public Policy
- Centre for Advanced Training and Consultancy Services
- Centre for Research and Advisory Services
- Centre for Environmental Governance and Climate Change

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## Driving Change For Child Protection



Participants of the Management of Child Protection Service Course at Kenya School of Government Embu Campus.

**BY YVONNE LUCY**

**A**s our country Kenya continues to be a global leader in advocating, promoting, and implementing a holistic child protection system that is backed by a strong social-service workforce dedicated to child

protection, a new program has been conceived and developed by the Directorate of Children's Services, Kenya School of Government and UNICEF Kenya Country Office in Collaboration with Maestral International.

This manual is

recommended for all officers who wish to take part in the Training for Professional Child protection practitioners delivered by the Department of Children's Services (DCS) and KSG.

A growing body of evidence shows that having a trained and supported child protection workforce that

# Driving Change For Child Protection

is in contact with children, families and communities is vital to prevent and responding to violence, abuse, exploitation and neglect faced by these children at their homes, schools and even online for those privileged to access social media platforms.

The evidence and recognition of the critical role played by the child protection workforce influenced the Directorate of Children Services to work with partners to develop a strong workforce in Kenya.

In his opening remarks, Mr. Patrick Karanja Mwai UNICEF Representative mentioned that the partners are contemplating a long-term approach that will encompass streamlined onboarding for all

child protection officers, integrated supportive supervision for professional and paraprofessional/volunteer cadres, design and implementation of national processes, foster national professional associations for the child protection workforce.

He said that they look forward to aligned professional curricula with detailed content that clearly reflects the core competencies required of the child protection workforce.

The development of this manual supports the training based on a curriculum hosted at Kenya School of Government Embu Campus.

"In many cases children suffer at the hands of the people

they trust most," said Ms. Miriam Musyoka, SOS Children's Villages Representative. "The course takes on the children's rights and family centred approach, drawing on Kenya's existing laws, policy standards and reflect the country's social and cultural context," she emphasized, as she urged participants to bring back respect, hope, love and laughter to those affected directly and indirectly.

KSG Embu Campus Director, Dr. Ann Kang'ethe, is keen on harmonized matters related to children. As champions of children, reasoning and integration should be the same across all cases presented; information and data on children has been well documented from the global to the lowest levels of authority.

Dr. Kang'ethe said, "Anything about a child is not a cost but an investment in their future. Every child has the right to be protected from abuse, violence and exploitation. This is the focus of the manual that has been developed through partnership of the Directorate of Children Services, UNICEF, KSG among other Government institutions. Child protection systems connect children to vital social services and fair justice. Protecting children simply means protecting their physical, mental and psychosocial needs to safeguard their future."



Embu Campus Director Dr. Anne Kang'ethe engages participants of the Management of Child Protection Service Course.



# Matuga Campus welcomes you to the South Coast

BY DR. FLORENCE KITHINJI

**K**enya School of Government Matuga Campus is located in the Southern Coast of Kenya, in Kwale County near the Indian Ocean, with close proximity to the Shimba Hills Reserve, among other beautiful coastal topography. Away from the hustle and bustle of life, the Campus presents an opportunity to get away, reflect and rejuvenate as one partakes of the training and conference opportunities offered by the School.

On Monday, April 17, 2023, KSG Director General, Prof. Ludeki Chweya led a team of experts from the Ministry of Public Works to Matuga Campus to spearhead transformation of the Campus into a unique sporting haven for public officers. The vision is to provide recreational facilities that will make KSG Matuga self-sufficient in outdoor events. The team was accompanied by the Ag. Director Dr. Florence Kithinji, Ag. Deputy Director Mr. Charles Onkundi, and KSG Administration Manager, Ms. Agnes Laikera on the survey that was conducted to identify areas suitable for the developments.

With sufficient land within the Matuga campus, the initiative is an excellent opportunity for developing a sports complex that would benefit clientele both from the public and private sectors as well as members of the community. The complex will be



KSG Director General, Prof. Ludeki Chweya with Matuga Ag. Deputy Director Mr. Charles Onkundi during a recent visit at the Campus.

significant as it will provide members with occasions for relaxation, team building, unwinding, in a serene environment.

The Director General underscored that the facilities would be extremely valuable to the School; recreational facilities are an asset to community as they provide inclusivity, a sense of identity, wholesomeness and generally improve the quality of life. "It will make their stay at the Campus more pleasant and enjoyable," he went on to say.

Along with the officers from the Ministry of Public Works, Eng. Charles M. Kabiro of the Mechanical and Transport Division, the team mapped out the proposed locations for the various facilities to be established; football pitches, state of the art golf course, a basketball court, a swimming

pool as well as cottages to be used by both school participants and members of the public.

The invention would be a major boost to the Campus and participants considering the ideal coastal location. The complex will maintain and provide a secure, innovative learning environment that will be crucial for the participants to achieve high standards.

The positive effects of sports extend to how people think as well as their mental state. Stress affects communities as a whole, but people who engage in physical activities are said to be more resilient to stress. Aside from providing a safe haven for course participants, the complex will also attract other users looking to spend quality time relaxing and looking to use the complex as a way of managing stress levels.

# Commitment to Excellence and Complaints Resolution



Kiswahili and English Service Charters on display at the KSG Lower Kabete Administration Block

BY BETH MUIGAI

Organizations typically have the intention to work to their level best to provide the finest services to their clientele; and so, organizations will create service delivery charters to cover set out standards of service that clients can expect, and the commitment from the organization to deliver on these said services. A charter also provides a platform for compliments and complaints in cases of grievances that may arise should a client not be content with or if their expectations have not been met.

Every citizen has a right to information; Access to information is an essential human right that establishes that everyone can get information from public offices, with exceptions of legal privilege restricting its disclosure, court

order prohibits and anticipation of use in a legal proceeding. The right of access to information is provided for under Article 35 of the Constitution of Kenya, 2010.

The Service Charter and Access of Information are requirement in all public offices in Kenya through the Office of the Ombudsman also known as the Commission on Administrative of Justice (CAJ) that was established to safeguard the sovereignty of the people through tackling maladministration in the public sector as well as overseeing and enforcing the implementation of the Access of Information Act, 2016.

This gives the public the right to raise issues and complaints in case they feel mishandled by any public office. This is known as Public Complaints. According to the CAJ, public complaints are referred to as an expression of

dissatisfaction by one or more members of the public about an action, lack of action or about the standard of service, whether the action was taken or the service provided by the public institution itself, a person or body acting on behalf of the public institution.

The nature of the complaints may differ depending on the issue that arises which may include misuse of office or abuse of power, breach of integrity, delays in delivering of certain services, misconduct from staff members, and inattention to clients, incompetency, injustice and discourtesy among others.

All public entities are required to identify complaints handling officers, ensure complete and accurate resolution of Public Complaints, submit quarterly reports in the format prescribed by CAJ, sensitize staff members and develop complaints-handling mechanism that makes it easy for accessibility.

The Kenya School of Government (KSG) adheres to these requirements of the Commission in an effort to maintain a clean record in service delivery and complaints resolution. As an institution that is mandated with the transformation of the public service, the School is keen on excellent service delivery as well as proper structures for complaints handling and resolution within the shortest time possible.

KSG Service Charter is a demonstration of commitment to offer quality services in execution of its mandate. It covers the



# Commitment to Excellence and Complaints Resolution

service a client is seeking, requirements where necessary, user charges where applicable and the ideal time that the service would take to be delivered. It provides channels for feedback for complaints, compliments and suggestions through the office of the Director General, who is the Accounting officer, and the Office of the Ombudsman as required by law.

Physical service charters are displayed in every reception, holding area, boardroom, meeting venues across all campuses. A downloadable copy has been made available on the School's website and on all the social media platforms.

KSG has a Complaints Handling Committee with

members representing all campuses, responsible for monitoring that all complaints are resolved within the shortest time possible to avoid further complaints. The channel for complaints is treated with confidentiality.

Quarterly reports submitted to CAJ are analyzed and results are sent back to the School. In the Financial Year 2022/23, the School scored 94% on complaints handling in an analysis made by the CAJ.

The CAJ measures performance based on adherence to four rules; the establishment of complaints handling and management structure, report on creation of awareness of the complaints handling system and

citizen service delivery charter, actual resolution of complaints received and reported in the prescribed format and report on capacity development on effective complaints management for complaints handling officer and staff.

KSG commits to continuously offering quality products to clients as well as ensuring that all complaints are professionally handled irrespective of the sources to provide a safe environment for all who seek our services.

Recording has started. By attending this meeting, you consent to being recorded. [Privacy policy](#)

Dismiss

Complaints handling mechanism - PowerPoint

File Home Insert Draw Design Transitions Animations Slide Show Record Review View Help

Slide Show: Play Narrations, Use Timings, Show Media Controls, Monitor: Automatic, Use Presenter View

## Performance Measures

**KSG**

- ESTABLISHMENT OF COMPLAINTS-HANDLING & MANAGEMENT INFRASTRUCTURE
- REPORT ON CREATION OF AWARENESS ON THE COMPLAINTS HANDLING SYSTEM AND CITIZEN SERVICE DELIVERY CHARTERS
- ACTUAL RESOLUTION OF COMPLAINTS RECEIVED AND REPORTED IN THE PRESCRIBED FORMAT
- REPORT ON CAPACITY DEVELOPMENT ON EFFECTIVE COMPLAINTS MANAGEMENT FOR COMPLAINTS HANDLING OFFICERS AND STAFF

07:10

Dr. Kimeli M. Chirchir (Guest)

Participants: T3, N, KK, JM, CK, DK, SO, DM, SC

Sammy Omoding, Douglas Mochama, Dr. Kimeli M. Chirchir (Guest), Susan Chesang (Guest)

KSG Baringo member of faculty Dr. Kimeli Chirchir makes his presentation on Access to Information and Complaints Handling during the online staff Sensitization on Service Charter and Complaints Handling Mechanism.

# Safeguarding Government Information: Records Management

BY DOUGLAS MOCHAMA

The Kenya School of Government (KSG) has been at the forefront of strengthening the Public Service by responding continuously to capacity development needs through training to enhance knowledge, consultancy services to support organizational re-engineering, research for evidence-based public policymaking and implementation; and public outreach programs to promote uptake of Government programs.

The School prides itself in having produced hundreds of thousands of public servants in Kenya and Africa capable of handling public affairs with expertise, diligence, and without prejudice.

These efforts are geared toward influencing positive attitudes, motives and interests, aligning the officer's jobs with the nation's interests.

Given the peculiarity associated with access to and the control of information, training on records management becomes central for frontline staff whose role is pegged on regular

handling, processing and controlling of records, equipping them with the necessary habits and making them aware of their purpose in public service and the expectations of their organizations.

Proper recordkeeping is crucial for operational efficiency, authenticity, and integrity of information in decision-making and safeguard organizations from risks associated with information leakage. When an organization has a robust information management system, new entrants would understand past decisions and actions.

On the flip side, failure to safeguard records can land an organization at risk. Records are used as proof when organizations are held to account. Their leakage can destroy the image and land the organization in problems. Furthermore, new entrants could be deprived from learning about previous happenings and how they relate to the present and the future, in the absence of proper documentation.

For these reasons, the School offers structured training programs to familiarize frontline

staff with managing information. The two weeks Skills Enhancement Course in Records Management is one of the programs underpinning recordkeeping to ensure the provision of business information, helping organisations take stock of their operations.

On Monday, April 17, 2023, KSG Baringo Campus began this month's cohort of Skills Enhancement Course in Records Management that brought together participants from the Kenya School of Law, County Government of Nakuru and KSG.

The course seeks to provide continuous professional capacity for officers handling records, foster relations among the participants towards a sustainable means of creating information repositories, and enrich the public service through shared experiences and knowledge.

Director KSG Baringo Campus Dr. John Bii confirmed that the formation of the course was birthed from the growing need to strengthen the Public Service for now and the future.

"It is the daily transaction of government business, expertise and experience that the course seeks to harvest, document, and transmit to the public servants of today and in the future," he said.

He further highlighted that information is relied upon, and without it, organizations would not function efficiently. According to him recordkeeping is an endeavour that should ensure accuracy of information and availability for decision-making.

Dr. Vincent Bosire, Head of Training, added that proper record-keeping helps avoid misunderstanding and disagreements that are common in the absence of documentation.

Aspects of the course include classification of records, e-government, legal issues, indexing & Cataloging, and digital skills, among others.



Baringo Campus Dr. John Bii issues the class programme to class president Ms. Mary Mwangi. Looking on is Principal Hospitality Officer at the Campus, Mr. Gideon Biwott.

# Dr. Mutisya: Together we achieve better



Machakos County officials undertake the Payroll Management Course at Mombasa Campus

BY GLENN LUMITI

The County Executive Committee Member for Devolution in Machakos County, Dr. Consolata Mutisya, has encouraged the County's Payroll team to embrace group effort and opportunities made available for upgrading their skills. She was speaking during Training on Payroll Management Course at Kenya School of Government, Mombasa Campus.

In her address, she acknowledged the challenges her team faces in real work situations that should necessitate collaboration across departments and amongst staff to get solutions that would otherwise seem impossible. "Teamwork is an essential component of any successful organization. You have to come together as individuals with different skills, knowledge, and experience for commonality," she said.

Payroll officers are responsible for computing employee compensation,

updating of internal payroll databases and payments, a role that is taxing, time consuming and that requires adherence to strict deadlines and compliance to regulatory requirements. As such, the need for seamless operations is essential as is the need for responsibility resulting in demonstrated competence.

"Seamless operation involves synergy, communication, and requires individuals leveraging their respective strengths and areas of expertise for success. In the context of payroll management, team spirit is crucial for accuracy, efficiency, and compliance with regulations," insisted Dr. Mutisya.

She further emphasized that common effort fosters positive work environment, which is essential for employee morale and retention. When individuals feel that they are part of a team and that their contributions are valued, they are more likely to be engaged and committed to their work. This, in

turn, leads to lower turnover rates, as individuals are more likely to stay with an organization that values and supports them.

"When individuals work together, they can identify and address issues more efficiently, resulting in higher quality of work leading to increased productivity. It also leads to improved job satisfaction, as individuals feel a sense of belonging and pride in their work" she said.

Dr. Mutisya also believes that investing in employee training and development has numerous benefits for both employees and organizations. For employees, training provides an opportunity to learn new skills, expand their knowledge base, and advance in their careers. It also boosts employee morale and job satisfaction, which can lead to improved performance, teamwork and reduced turnover rates. For organizations, employee training and development result in increased productivity, improved quality of work, and better customer service.

The Payroll Management Program focuses on the technical training of officers on payroll management as well as other soft skills such as communication, problem-solving, and decision-making that are crucial for all officers. The Payroll Team interacts with various stakeholders, including county employees, government agencies, and financial institutions. Effective communication is essential for all stakeholders to be well-informed and that any issues are resolved promptly.

The program is offered at the School for all officers that deal with payroll from National and County levels.



# SLDP Makes Impact on Lower Kabete Primary School

*The moment you have protected an individual, you have protected society.*

*- Kenneth Kaunda, Former President of Zambia.*

In keeping with the teaching of the former President of Zambia, SLDP cohort 350/2023 demonstrated their commitment to supporting education and empowering the youth to

achieve their dreams while promoting environmental sustainability.

April 19, 2023, the course participants engaged students of Lower Kabete Primary School through motivational talks, song and dance, and donations of utensils and material such as; food serving baskets, tank basins for clean

water and soccer balls for staying active and enhancing talent.

The team also made certain that they comply with Government initiative to plant 15 billion trees by 2032 by taking part in a tree planting exercise to enhance the primary School's natural beauty and also mitigate the effects of climate change.



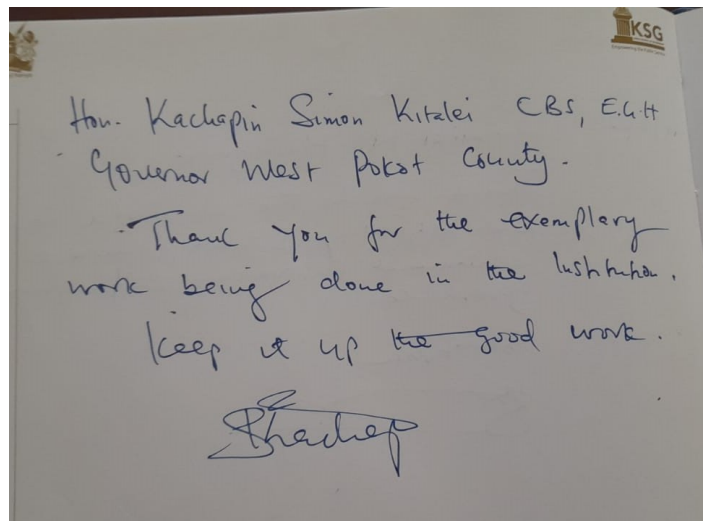


## Leadership Lesson

Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking. Don't settle. As with all matters of the heart, you'll know when you find it."

—Steve Jobs

### *Have Your Say*



### Humor of the week



### Quote of the Week

Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful

— Albert Schweitzer

**Baringo Campus**

Strategic Leadership Development Program	3rd April - 12th May, 2023
Senior Management Course	3rd - 28th April, 2023
Records Management Course	17th - 28th April, 2023

**Embu Campus**

Strategic Leadership Development Program No. 349/2023	6th March - 28th April, 2023
Project Planning and Management PPM 10/2023	3rd - 28th April, 2023
Senior Management Course outreach No. 186/2023	3rd - 28th April, 2023
Senior Management Course No. 187/2023	11th April - 5th May, 2023
Senior Management Course No. 188/2023	11th April - 2nd June, 2023
Management Skills Course	11th April - 5th May, 2023
Public Relation & Customer Care	17th - 28th April, 2023
Management of Child Protection Services (UNICEF)	17th - 26th April, 2023
Strategic Leadership Development Program No. 357/2023	24th April - 2nd June, 2023
Strategic Leadership Development Program No. 358/2023	24th April - 16th June, 2023
Customer Care Course	24th - 28th April, 2023
Data Protection For Office Administrators KeRRA	17th - 21st April, 2023
State Department for Education	27th April - 3rd May, 2023
Regional HRM & Development Workshop	26th April, 2023

**Matuga Campus**

Senior Management Course No. 116/2023	17th April - 12th May, 2023
Senior Management Course No. 113/2023	30th January - 26th April, 2023
Public Relations & Customer Care Course No. 004/2023	17th - 28th April, 2023
Senior Management Course No. 117/2023	24th April - 16th June, 2023
Management Skills Course No. 004/2023	24th April - 19th May, 2023

**Mombasa Campus**

Kenya Education Management Institute (Workshop)	24th April - 2nd May, 2023
Strategic Leadership Development Program No. 355/2023	17th April - 26th May, 2023
Strategic Leadership Development Program No. 351/2023	20th March - 28th April, 2023
Senior Management Course No. 165/2023	10th April - 2nd June, 2023
Senior Management Course No. 164/2023	3rd - 28th April, 2023
Management Course for Office Administrators	3rd - 28th April, 2023
Supervisory Skills Development Course	17th - 28th April, 2023
Retirement Planning Program	24th - 28th April, 2023
Collective Bargaining in the Public Service	24th - 28th April, 2023
Business Process Re-Engineering	24th - 28th April, 2023
Performance Management Systems (Commission for University Education)	24th - 28th April, 2023
Report Writing Course	24th - 28th April, 2023
Water Section Institutions Pensions Scheme (Workshop)	28th April, 2023

**Lower Kabete**

Strategic Leadership Development Program No. 346/2023	13th March - 19th May 2023
Strategic Leadership Development Programme No. 354/2023	11th April - 19th May, 2023
Strategic Leadership Development Programme 352/2023	27th Mar - May 5th 2023
Senior Management Course No. 397/2023	3rd - 28th April, 2023
Senior Management Course No. 398/2023	3rd - 28th April, 2023
Strategic Leadership Development Programme No. 356/2023	24th April - 2nd June, 2023
Senior Management Course No. 399/2023 - Online	24th April - 16th June, 2023
Business Process Reengineering	24th - 28th April 2023
Board Meeting Kenya Maritime Authority	24th April, 2023
Kenya Universities and College Placement Workshop	24th April, 2023
National Social Security Fund Workshop	25th - 28th April, 2023
ACAL Consulting (TSC)	26th April, 2023
Office of the President Workshop	27th - 28th April, 2023
Kenya Institute of Public Policy Research and Analysis Workshop	27th April, 2023
Wellness for Greatness Kenya Workshop	27th - 29th April, 2023
Security Management Institute	26th April, 2023

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