



WEEKLY

# Bulletin

15th- 21st June, 2024

## It is here! Center for Customer Service



Head of Public Service Mr. Felix Koskei (3rd left) together with CS. Hon Moses Kuria, PS Amos Gathecha, Chair of KSG Council, Justice (Rtd.) Charles Nyachae, Huduma Kenya Ag. CEO Mugambi Njeru and Ag. KSG Director General Prof. Nura Mohamed display the Curricula for Customer Service Excellence and the Huduma Quality Standard.

**BY BULLETIN TEAM**

**C**itizens can finally look forward to a time of enriched customer experiences thanks to a centre that has been realized to offer unique programs to public servants and the private sector in all cadres- leaving no one behind!

On Thursday, June 13, 2024, Mr. Felix Koskei, Head of Public Service and Chief of Staff, officially launched the Customer Service Excellence Centre and

Customer Service Excellence (CSE) Training Framework at the Kenya School of Government Lower Kabete.

The launch, witnessed by senior government officials, marked a significant step towards enhancing service provision among public servants in line with the Constitutional requirement of diligence and selflessness.

Mr. Koskei expressed confidence in the Kenya School of Government and Huduma Kenya for their able capacity in

**HIGHLIGHTS**

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- 6** Lack of confidence and preparation induces fear
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# It is here! Center for Customer Service

developing and conducting the programs, and operating the Centre, emphasizing the Centre's potential to improve customer satisfaction index beyond the 92% average that has been recorded through Huduma Kenya services.

The collaboration between the two institutions aims to address shortcomings resulting from the need for training that is appropriate and cadre-specific. Through comprehensive training on customer service excellence, public servants would be empowered to serve customers with delight, dignity, and kindness. They would also embed and embrace excellence as organizational culture. In the long run, this would foster a culture of patriotism, passion, courtesy, innovation, transparency, and honesty in daily operations.

The newly established Customer Service Excellence Centre at the Kenya School of Government Lower Kabete will have the first class for Executives rolled out in order to have a buy-in from the leadership of organizations so that it can be cascaded to all other levels of staff.

Mr. Koskei directed the Kenya School of Government and Huduma Kenya to fully operationalize the Centre of Excellence and required the leadership of all Ministries, Departments, and Agencies to make arrangements for all staff to undergo the mandatory course. Furthermore, regular updates on the framework's implementation will be submitted to his office to track the impact.

The presence of esteemed senior officials at the launch, including Cabinet Secretary Hon. Moses Kuria of the Ministry of Public Service Performance and Delivery Management, Principal Secretary Amos Gathecha of the State Department for Public Service, and KSG Council Chairman Justice (Rtd.) Charles Nyachae, KSG Ag. Director General Prof. Nura Mohamed and Huduma Kenya Ag. CEO Mr. Mugambi Neru added to the significance of this momentous event.

Hon. Moses Kuria was categorical about consistency and being practical in the way services are delivered in the Public Service. He expressed delight about the value and significance that is placed on capacity development for public servants. In this era it is only prudent that organizations transform their perception about serving citizens, being sensitive to the needs of those they serve.

"These two institutions that are like my children have made me proud. They promise they hold in raising the service standards in this country will definitely raise customer fulfillment in all levels of government through replication of their services throughout Africa," he said.

For Mr. Amos Gathecha, Principal Secretary State Department for Public Service, the training framework intends to instill a culture of accountability and a culture of excellence amongst workers. "Embrace the newness brought

about by the two institutions with an open mind and open arms remembering that the Constitution of Kenya demands of us at all times to respect the people of Kenya, bring honor to the nation and dignity to our respective offices," he said.

Justice (Rtd) Nyachae said, "For maximum customer experience results our MDAs and County Governments need to have a sense of the future to best allocate precious time and resources. Positive personal experiences influence most customers to choose one brand over others. Let us pay attention, then, to use customer-centric approaches that will be most successful in this era."

KSG Ag. Director General, Prof. Nura Mohamed and Huduma Kenya Ag. CEO Mr. Mugambi Njeru have their integral leadership roles clearly defined as their agencies will be relied upon in contributing to a fit-for-purpose public service and the herculean task to cause positive influence in the area of Customer Service Excellence. The nature and character of services offered by the Public Service will largely depend on the quality of training offered. The launch of the Centre for Customer Service Excellence forms a huge milestone for the sectors and the country that is ready to witness remarkable display of customer service.

# Unveiling the Centre for Customer Service



# NDIC at KSG Baringo Campus



**T**he National Development Implementation Committee (NDIC) at KSG Baringo Campus during the visit of government-funded projects in Baringo and Nakuru Counties where they inspected the multi-purpose tuition Block currently under construction.

The team comprised Principal Secretaries: Mr. Amos N. Gathecha (Public Service) Dr. Belio Kipsang (Basic Education), Mr. Harry Kimutai (Medical Services), and Ms. Anne Wang'ombe (Gender and Affirmative Action).

They were received by the Campus Director Dr. John Bii. once complete the tuition block will completely transform the outlook for our Campus. It houses key facilities such as offices, lecture halls, auditorium, gymnasium, and rooftop cafeteria.



# KSG generates new knowledge through research initiatives

BY DOUGLAS MOCHAMA

The North Rift region of Kenya, encompassing counties such as Baringo, Uasin Gishu, Elgeyo Marakwet, Nandi, Trans Nzoia, Turkana, and West Pokot, is home to approximately 5 million young people, as revealed in the 2019 Kenya Population and Housing Census.

Known for its abundant agricultural potential and dynamic socio-economic landscape, the North Rift offers unique opportunities and challenges for its youth. The region has been dealing with significant issues such as insecurity and cattle rustling, which could hinder many, especially young individuals, from pursuing gainful employment.

Despite various initiatives undertaken by different stakeholders to restore order and facilitate peaceful and profitable ventures, there is still a long road ahead. The region's full potential can only be realized through collective efforts.

In this context, KSG Baringo Campus organized a symposium on Youth Entrepreneurial Development on Thursday, June 13, 2024, to discuss plausible solutions for youth led enterprises in the region.

This event marked the culmination of a significant collaborative effort that began in July 2023 when the Campus was tasked with researching youth empowerment in the North Rift.

Since then, numerous organizations and individuals have contributed in various



The virtual symposium organized by Baringo Campus

capacities to the research efforts, the outcomes of which were discussed in the symposium.

During the opening of the online meeting, KSG Baringo Campus Director Dr. John Bii shared the School's involvement in generating new knowledge aimed at addressing societal challenges.

He emphasized that, "The Kenya School of Government stands as a realized flagship project under Vision 2030 in the country. Renowned for offering training programs to enhance the skills of the entire public service, the School also actively generates new knowledge through research initiatives. Symposia such as the one we are convening today are aimed at analyzing challenges and proposing solutions from an informed standpoint."

Dr. Bii, whose speech was read by the Deputy Director Mr. John Napoo, acknowledged the institutions and individuals who participated in the virtual gathering, including government entities at the national and county levels, state corporations, private

enterprises, non-governmental organizations, youth-led businesses, and community-based organizations.

The event brought together researchers and practitioners from various institutions. In his presentation, Dr. Khakina from Kibabii University analyzed student reports from industrial attachments and found evidence of a mismatch between university education and industry requirements, especially in science and mathematics-related courses.

Hon. Tabitha Kimoning, Member of County Assembly at Elgeyo County Assembly, discussed policy interventions her county was pursuing to address the challenges and tap into opportunities for youth empowerment.

Attendees expressed the need for more events to discuss issues that can help residents engage in productive ventures. The symposium's outcome is a compilation of recommendations emerging from the event that would positively contribute to reinforcing interventions that can stimulate youth-driven enterprises in the area.

# Lack of confidence and preparation induces fear



*Mr. Douglas Mochama  
Communications Officer, KSG Baringo*

**Y**ou cannot become learned if you never read. Books give you the ability to learn and the more you read, the more enlightened and informed you become.

In this column, Douglas Mochama and Elias Makokha will present a six-part series discussing the book, "How to Become a Masterful Communicator and Public Speaker," by Dale Carnegie & Associates, Inc.

This week, the writers share ideas discussed in the third and fourth chapters of the book.

Winston Churchill, the former Prime Minister of the United Kingdom, is widely acclaimed as one of the most exceptional orators in history. Despite being born with a significant speech impediment, he demonstrated relentless determination to overcome it.

Listening to Churchill's compelling and inspirational speeches, it is hard to believe that

his voice was once impaired. His speeches were especially impactful during times of crisis such as during the Second World War when he provided the much-needed strength and motivation to his nation.

In our second series, we will focus on stage fright.

It is documented that fear of self, reflections from the past, overconcern about others' opinions, poor preparation, lack of courage to try new things, and lack of encouragement from others can lead to stage fright.

The author, Dale Carnegie, in his book, describes the fight-or-flight response as the primal "yes" or "no" question that the brain asks when faced with a stress-inducing situation. The fight or flight response can cause physical reactions that hinder public speaking, such as eye dilation, inhibition of the vocal cords, and severely impaired capacity to speak.

Carnegie encourages you to keep on the resolve to become an accomplished speaker! He explains that even highly accomplished public speakers continue to experience stage fright, regardless of the number of talks they have given. He shares in Chapter Three tips on how to put the fright into perspective rather than become a victim of stage fright. It details the fundamental practices that can prepare you to become a master public speaker.

Look for opportunities to present. Volunteer to be the Master of Ceremony or give the vote of thanks at events. This will progressively develop your

ability to express yourself well in public.

As fears arise from a lack of confidence and preparation, practice sufficiently to remove fear.

Carnegie emphasizes that anxiety about public speaking is ongoing and needs to be managed throughout the public speaking career.

Continuous effort is key, says Carnegie. You need to embrace it. This is similar to the continuous improvement culture in the Japanese Toyota Car manufacturing company.

In conclusion, take some time to reflect on how you can effectively use honour in your presentation. No matter the gravity of the subject matter, find a way to have humour in your talk. You can read more about this in Chapter Four of the Book.

Next week, we will discuss how to win the audience's attention.



*Mr. Elias Makokha  
Communications Officer,  
KSG Baringo*

## Research Making Strides through Collaboration & Community Engagement

BY GLENN LUMITI

Recently, KSG Mombasa Campus had the privilege to have a chat with the Head of Research, who offered insights into the institution's impactful endeavors and its role in creating meaningful change through research and consultancy.

Head of Research at KSG Mombasa Campus, Mr. Cornelius Kimilu, paints a vivid picture of the Department's activities and achievements. Mr. Kimilu's enthusiasm for impactful research is evident, as he highlights the dedication to collaborate, community engagement, and addressing real-world challenges by researchers.

While acknowledging the demanding nature of research targets, Mr. Kimilu talks of the positive aspects such as positive reception from collaborating organizations.

One of the significant areas of focus for the Research department is Training Needs Assessments (TNAs). Mr. Kimilu describes a particularly rewarding TNA project with the Kenya Fishing Industries Cooperation (KFIC). The success of this assignment exemplifies the value KSG research brings to partner organizations. This TNA will help KFIC identify specific training needs, ultimately improving their operations.

Another enriching project involved researching the status of digital services in Huduma Centers across Kwale and Mombasa Counties. This research not only provided valuable perceptions but also created new connections. Meeting with Huduma Center staff and community members generated enthusiasm for improving service delivery, an area where the Campus Research Department hopes to make positive impact.

Beyond TNAs and research projects, the Head of Research

talks of the importance of conferences and symposia. The recent successful conference on International Women's Day and the symposium on Governance of Urban Areas and Cities serve as prime examples. These fora brought together knowledgeable presenters and authorities, facilitating exchange and networking opportunities.

The positive outcomes extend beyond the events themselves. Presenters on urban area and city management expressed willingness to support the development of a related curriculum for KSG, demonstrating the potential for long-term collaboration. The International Women's Day conference adds to the commitment to create discourse within the academic community.

A core aspect of the KSG research philosophy is the focus on practical application and real-world problem-solving. Mr. Kimilu highlights the value of interacting with stakeholders outside the academic sphere through which researchers gain firsthand knowledge on challenges faced by organizations, allowing them to tailor solutions and training programs that directly address those needs.

The Department's reach extends beyond individual organizations. Their involvement in reviewing strategic plans for various entities demonstrates their willingness to broaden their scope for societal impact. Witnessing the successful implementation of these plans, where the research translates into tangible progress, brings a sense of satisfaction for the research teams.

Mr. Kimilu explains the importance of collaboration where he encourages all members of faculty to recognize research, consultancy, and



Mr. Cornelius Kimilu  
Head of Research,  
KSG Mombasa Campus

advisory services as a strong pillar alongside that compliments the core mandate that is training. By working together, the Department can maximize its impact and fulfill its obligation to serve the country and provide advisory services to Government.

A major motivating factor for this Department is demonstrably client satisfaction; the Department's pride in assisting organizations in solving service-related problems.

"Our motivation lies in the impact we make—when clients acknowledge that our work has helped them overcome challenges and achieve their goals, that is our greatest satisfaction," says Mr. Kimilu.

Under Mr. Kimilu's leadership, KSG Mombasa Campus Research Department appears to be on a positive trajectory. By embracing collaboration, venturing beyond traditional training models, and focusing on real-world problem-solving, the Department and indeed the School is well-positioned to make significant contributions to the institution and the wider community.

# SAVE THE DATE!

## 1<sup>st</sup> Africa Schools of Government Conference

**Theme:** Advancing Africa's Public Service Excellence: United in Pursuit to Realize Capable Institutions and Transformed Leadership



July 16- 19, 2024



KSG Mombasa



**Ameliah Mwongera:**

0724899791



**KSG Mombasa:**

0733900284



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# We Celebrate You!



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# Happy Father's Day



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# EID-UL-ADHA Mubarak

To our Muslim brothers and sisters; May your celebrations be filled with joy, love and togetherness!

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# Activities Across our Campuses



KSG Community condoles with Dr. Muita Ndung'u, Head of Training at Lower Kabete, as he laid his late mum, Mrs. Margaret Muita to rest. The burial took place at Kiganjo Location, Gatundu South. May Almighty rest her soul in eternal peace.



The Government Protocol, Etiquette and Event Management Course for officers of the County Government of Machakos concluded at the Campus. The end of the training ceremony was officiated by H.E. Hon. Francis Mwangangi, Deputy Governor of Machakos County. Right: Campus' Head of Research and Consultancy Services, Mr. Cornelius Kimilu, The program is offered over a period of one week.

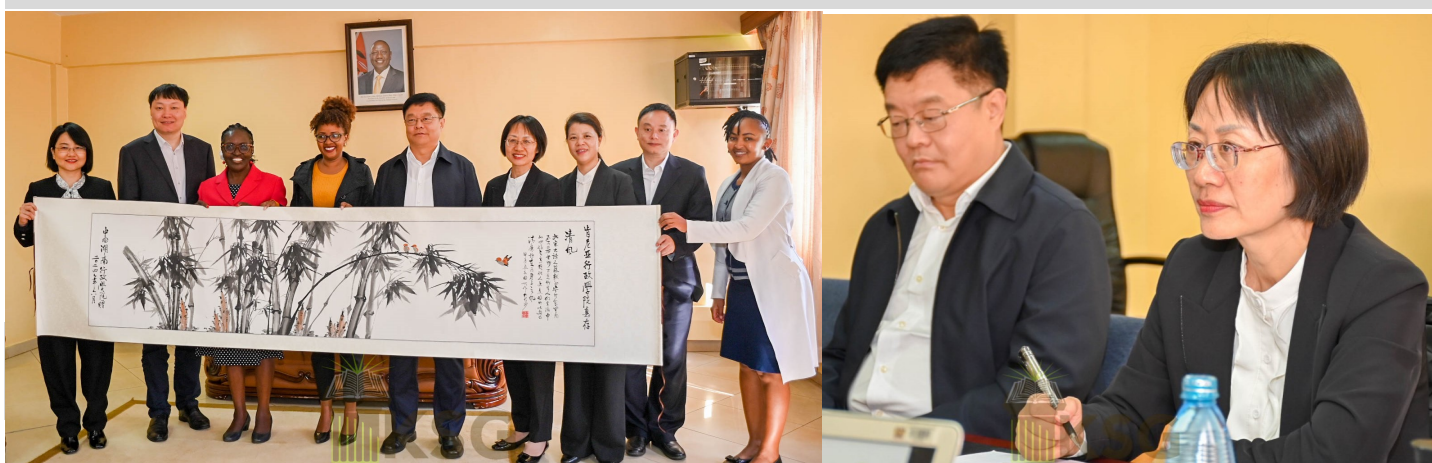


The launch of the Fourth Medium Term which was attended by the Cabinet Secretary for Mining, Blue Economy and Maritime Affairs H.E Salim Mvurya EGH, Governor of Kwale county H.E. Fatuma Achani, the Deputy Governor H.E Chirema Kombo. They were joined by other leaders in the County.

## Weekly Activities Across KSG



Right: Principal Administrative Secretary, State Department for Public Service, Ms. Mary Kimonye (seated Center), with the management of KSG Director, Academic Affairs, Dr. Josephine Mwanzia (second from right). Ms. Kimonye was at KSG Embu for the development of Governance & Ethics Curriculum for the Public Service. Left: Ms. Kimonye with Dr. Ann Kangethe, Director, Embu Campus.



Building bridges for collaboration: Dr. Prisca Oluoch, Director Linkages and Collaborations, with Ms. Ameliah Mwangera and Ms. Njoki Gichuru all of KSG meet with Mr. Zhao Kaiming, Vice President of Hunan Academy of Governance, China, and his team. The School is committed to partnering with other Governments to enhance the capacity of the Public Service

# Activities Across our Campuses



KSG Baringo Campus Deputy Director Mr. John Napoo with participants of Senior Management Course No.189 after completing the eight-week long program which was delivered through a blend of online and face-to-face sessions. The participants also took part in a tree planting activity to commemorate their stay at the Campus.



KSG e-Learning Development Institute extended support to the residents of Thogoto PCEA Home for the Elderly through a CSR initiative. The caretaker and coordinator of the Elderly Home, Madam Jane Gaturu, expressed her heartfelt gratitude, to the School for their generosity. The event was led by the Head of Human Resource e-Learning Ms. Irene Ondati, and Mr. Lempaine Alfer, the School Chaplain.

## Leadership Lesson

### To add value to others, one must first value others

When you value others, you create an environment where mutual growth is possible. Your actions not only help others grow but also contribute to your own development as you learn from their experiences and perspectives

*- John Maxwell*

### *Have your say*

“Participating in the Senior Management Course at KSG was an incredibly transformative experience. It gave me invaluable insights into decision-making, effective team management, and innovative leadership approaches. This experience has equipped me to manage more effectively, and I am eager to apply these newfound skills in my professional endeavors.”

**Grace Bisem,**

*Moi Teaching & Referral Hospital.*

### *Humour*

Me: I'm scared of tommorow's test

Also me:



### *Word of the Week*

But those who hope in the LORD will renew their strength. They will soar on wings like eagles; they will run and not grow weary, they will walk and not be faint.

Isaiah 40:31

## Embu Campus

Strategic Leadership Development Program No. 428/2024	10th June-9th August, 2024
Public Relations and Customer Care	3rd- 28th June, 2024
Diploma in Social Work No. 44/2023	6th March – 7th March, 2025
Public Relations & Customer Care	6th May - 17th June, 2024
Strategic Leadership Development Program No.422/ 2024	27th May - 5th July, 2024
Strategic Leadership Development. Program No.426/2024	3rd June - 12th July, 2024
Senior Management Course No.216/2024	3rd - 28th June, 2024
Senior Management Course No.217/2024	3rd June - 26th July, 2024
Strategic Leadership Development Program No.429/2024	17th June- 26th July, 2024
Supervisory Skills Development Course	17th - 28th July, 2024
Customer Care training	17th - 21st June, 2024
Meru National Polytechnic	17th - 20th June, 2024
workshop Engineers board of Kenya	18th- 21st June, 2024

## Lower Kabete

Strategic Leadership Development Program No.422/2024	20th May -28th June 2024
Diploma in Public Administration (Ministry of Interior)	20th May -5th July 2024
Strategic Leadership Development Programme No. 420/2024	6th May -12th July 2024
Senior Management Course No. 418/2024	22th April - 16th June 2024
Strategic Leadership Development Program No.426/2024	3rd June- 12th July, 2024
Senior Management Course	3rd-28th June, 2024
Management Course for Office Administrators	3rd-28th June, 2024
Project Monitoring Evaluation and Reporting	10th-21st June, 2024
Supervisory skills development Course	10th-28th June, 2024
Salaries and Remuneration Commission	9th-18th June, 2024
Salaries and Remuneration Commission	17th-19th June, 2024
Supervisory skills development course No.146/2024	17th-28th June, 2024
Government Protocol, Etiquette and Events Management course	17th-21th June, 2024
Fraud Investigation Detection and prevention	17th-21th June, 2024
IFMIS Training on e-Procurement	17th-21st June, 2024
IFMIS Training on Accountants	17th-21st June, 2024
IFMIS Training on e-Procurement (Vihiga County Government)	17th-21st June, 2024
International Committee of the Red Cross	9th-18th June, 2024
State Department for Public Service	17th-21st June, 2024
e-GP National Treasury	18th-19th June, 2024
Africa Public Service Day (Ministry of Public Service)	22th-23rd June, 2024
Father's Day Celebration (KSG)	20th June, 2024
Launch of Strategic plan Kenya School of Government	21st June, 2024

## Mombasa Campus

Middle Management Course for Police Officers	15th April - 5th July,2024
Strategic Leadership Development	3rd - 19th August,2024
Senior Management	3rd- July 26th,2024
Management for Office Administrators (National Treasury)	3rd- 28th June,2024
Senior Management	3rd- 28th June,2024
Public Relations and Customer care	10th June - 21st June,2024
Supervisory Skills Development	10th June - 21st June, 2024
Records Management Course	10th June - 5th July, 2024
Public Procurement & Contract Management	10th June - 21st June, 2024
Strategic Leadership Development Program	17th June - 26th July,2024
Management Skills Course	17th June - 12th July,2024
Retirement Planning	17th June - 21st June,2024
Strategic Leadership Development Program No 424/2024	20th May - 28th June, 2024
Communication Skills for Public Service Officers	17th June-28th June,2024
National Irrigation Authority	18th June - 21st June,2024
Petroleum Institute of East Africa	19th June - 21st June,2024

## Baringo Campus

Diploma in Public Administration	20th May- 19th November, 2024
Strategic Leadership Development Program	13th May-21st June,2024
Strategic Leadership Development Program (online)	15th April- 21st June, 2024
Senior Management Course	27th May-21st June, 2024
Senior Management Course	3rd June-26th July,2024
Senior Management Course No 192/2024	3rd June-19th July,2024
Customer Care Seminar for Matatu Operators	19th June, 2024

## Matuga Campus

Diploma in Public Administration No. 1/2024 Ministry of Interior & National Administration	20th May - 23rd August, 2024
Strategic Leadership Development Program No. 417/2024	22nd April - 28th June,2024
Training of Trainers NO.1/2024	3rd - 28th June, 2024
Management of Educational Institutions No. 1/2024	18th -21st June, 2024

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- 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
- Centre for Customer Service Excellence
- e-Learning Development Institute
- Security Management Institute
- Margaret Kenyatta Institute for Gender and Social Development
- Institute for Devolution Studies

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