

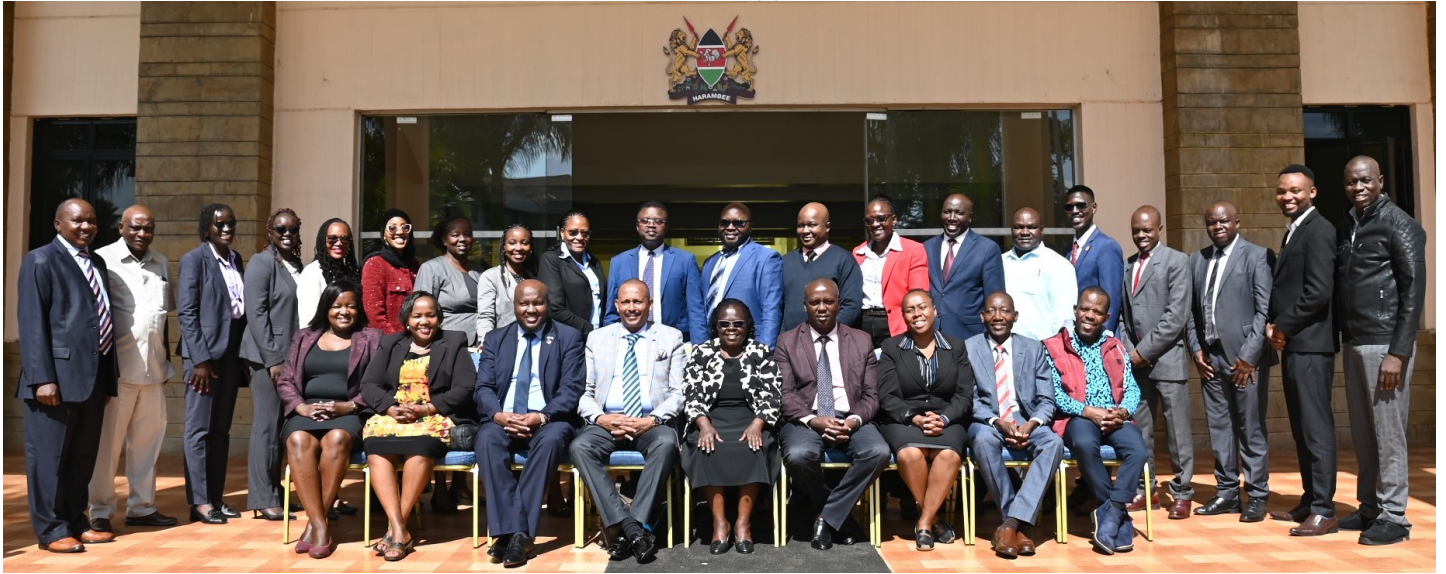


WEEKLY

Bulletin

25th - 31st January, 2025

USAID & SMI'S Impactful Collaboration



The Prevention and Countering of Violent Extremism (PCVE) class, a sponsorship of Mercy Corps through USAID currently training at the School in Lower Kabete. With the group is KSG's Senior Director Academic Affairs Dr. Josephine Mwanzia (seated, centre).

BY PAUL CHAYUGA AND TERRY MURUGI

The School has been pivotal in the contribution to safety and security in our communities and borders; and as such recognizes the collaborative approach to combat the global threat of violent extremism.

On January 21, 2025, Dr. David Alpher and Dr. Jason Alexander from USAID paid a courtesy visit to the Kenya School of Government to assess progress made in the first year of the USAID 'Sauti Yako, Amani Yako' (Your Voice, Your Peace) program. They would also

explore opportunity to strengthen the partnership, including integration of conflict sensitivity in the existing Prevention and Countering of Violent Extremism (PCVE) curriculum and other SMI programs, in light of the evolving and complex conflict dynamics within the country.

The visit coincided with the ongoing PCVE training for senior officers, providing occasion to evaluate the program's advancement in mainstreaming these critical elements, which remain a key project objective. It also opened up discussions on potential further areas of collaboration which are quite positive.

HIGHLIGHTS

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USAID & SMI'S Impactful Collaboration

USAID Sauti Yako, Amani Yako (Your voice, your peace) program is a localized, system-strengthening approach to Preventing and Countering Violent Extremism in Kenya (PCVE). Sauti Yako responds to the persistent threat of violent extremism present in Kenya and the risk associated with vulnerable female and male youth to recruitment and radicalization.

The goal of USAID Sauti is that, "locally -driven resilience to violent extremism (VE) is strengthened in targeted communities by establishing an inclusive, responsive and self-sustaining preventing & countering of violent extremism (PCVE) system in Kenya."

In the first year of its implementation, the program has made substantial strides in its goals. Dr. Alpher expressed pride in the positive outcomes achieved



SMI Director, Mr. Humphrey Mokaya with Dr. Jason Alexander during a tour of the Security Management Institute.

through the collaborative efforts between USAID and KSG.

One of the most impactful outcomes has been the training public servants, law enforcement

officers, county leaders on the use of PCVE approaches to security management by SMI. The program has successfully equipped these groups with the



Shamsia Ramadhan (left) Dr. Jason (second left) and Dr. Alpher being given an overview of the Institute by Ms. Sarah Hepworth. Ms. Hepworth is an official at the Institute.

USAID & SMI'S Impactful Collaboration

proficiencies needed to address the root causes of conflict and engage in constructive dialogue with communities affected by violent extremism.

Dr. Alpher emphasized the importance of continuously refining the PCVE curriculum to reflect the evolving dynamics of conflict and extremism in Kenya and the broader Horn of Africa region. Recognizing that violent extremism is not a one-size-fits-all challenge, he stressed the need for a flexible, adaptable approach that incorporates conflict sensitivity into every aspect of security management training.

Further, the USAID official underscored the importance of conflict sensitivity ensuring that all interventions, policies, and programs are designed to minimize harm and address underlying tensions. Inclusion of more in-depth module on understanding local grievances, social dynamics, and the impact of security operations on vulnerable populations was proposed. By doing so, the curriculum would better empower officers and community leaders to respond to issues in ways that reduce the risk of



Eng. Joseph Ndungu, Director of the e-Learning and Development Institute (eLDi) receives USAID and SMI officials.

exacerbating existing conflicts.

One of the key points of Dr. Alpher's discussion was the need to tailor the curriculum to specific local contexts. In areas with complex inter-communal tensions or entrenched radicalization, the training must address the specific needs of those communities. This requires a comprehensive understanding of local culture, historical grievances, and the unique factors that drive violent

extremism in those areas.

As the Sauti Yako Amani Yako program enters its second year, his vision for strengthening the PCVE curriculum will be pivotal in shaping the future of peacebuilding and prevention & countering violent extremism efforts in Kenya. His focus on conflict sensitivity, local context, and sustainable partnerships aligns with the broader goals of creating a peaceful, resilient, and secure environment for all Kenyans.

This visit has not only reaffirmed the success of the partnership thus far but has also set the stage for an even more impactful year ahead, with a strengthened curriculum that integrates conflict sensitivity at its core. Through continued dedication and collaboration, the Sauti Yako Amani Yako program is paving the way for a more peaceful and harmonious Kenya.



Huduma Kenya's 2nd Annual Center Managers Conference



Principal Secretary for the State Department for Public Service, Mr. Amos Gathecha (seated centre) , Huduma Centre CEO, CPA Benjamin Chilumo (3rd right), KSG Director General, Prof. Nura Mohamed,(3rd left) Ag. Senior Director Finance and Administration, Dr. Tom Wanyama(2nd left), and Mombasa Campus Ag Director, Dr. Rukia Atikiya, Mr. Evans Okoyo join Huduma Centre staff at the Conference.

BY GLENN LUMITI

The 2nd Annual Huduma Kenya Center Managers Conference brought together public service leaders and center managers from the 57 Huduma Centres across the country. Held at the Kenya School of Government (KSG) Mombasa Campus, the forum aimed at reviewing achievements and challenges of the previous Financial Year; as delegates also strategized on enhancing delivery of services to citizens.

Principal Secretary for Public Service, Mr. Amos Gathecha, focused on enriching the accessibility, efficiency, and citizen-centric nature of service delivery in Kenya, emphasizing the transformative role of Huduma Kenya in redefining standards of service delivery.

With pride, he said, "Huduma Kenya has illustrated that with proper systems and dedication, it is possible to offer proficient and effective public services. This conference provides opportunity to reflect on progress made and identify areas for upgrade."

The conference, held under the

theme "Enhancing Citizen Centric Public Service Delivery," delved into discussions around best practices and innovative solutions to ensure public services remain responsive to the dynamic needs of the citizen.

Prof. Nura Mohamed, Director General of KSG, underscored the institution's partnership with Huduma Kenya, which is formalized through a Memorandum of Understanding (MoU). "Our collaboration with Huduma Kenya aligns seamlessly with our mandate to develop a capable, agile, and receptive workforce. Together, we are advancing a citizen-focused approach to service delivery, which is at the core of the government's economic transformation Agenda," Prof. Mohamed stated.

KSG's Senior Acting Director of Finance and Administration, Dr. Tom Wanyama, noted key lessons from Huduma's success.

"The power of branding and being adept are critical takeaways. You have exemplified how public institutions can operate at a high standard, dispelling negative perceptions about government

services," Dr. Wanyama said.

Exchange of perceptions on approaches for value-adding operations characterized the dialogue at the conference. Innovation, cooperation, collaboration, continuous capacity-building initiatives are some of the building blocks that will indeed ensure that the teams at the Centres remain relevant and equipped to meet evolving demands of the people of Kenya and beyond.

KSG exists to support Government in the realization of national agenda through capacity development, research, consultancy and advisory services as well as public outreach programs and is therefore always at hand to enhance skills, competencies, and expertise of officers of all cadres. KSG therefore lives on molding the minds of those whose hearts long for the growth and development of the country such as Huduma Kenya; an organization that is celebrated for its transformative and citizen-centric approach to Public Service Delivery and is expected to replicate the Service Excellence Culture across the Public Service.

Your Financial Wellness Checklist for a Stress-Free Year

BY CHRISTINE RWAMBA

Managing personal finances is more than just a routine. It is a key to achieving freedom and peace of mind. As CPA Michael Macharia explained during a recent public Lecture at KSG Embu, financial management involves planning, organizing, directing, and controlling financial activities such as earning, spending, saving, investing, and protecting resources. The ultimate goal is to handle money in a way that promotes personal growth and development.

A well-crafted budget or financial plan is central to this process. CPA emphasized the importance of using tools like the 50/30/20 budgeting rule, which allocates 50% of income to needs, 30% to wants, and 20% to savings and investments. This simple framework helps individuals maximize income, control spending, and achieve financial goals. Life becomes much easier when you adopt good financial habits, and it all starts with understanding your money.

"Tracking your expenditures is essential." Said Macharia, adding "Small, unchecked expenses can quickly add up, leading to overspending before you even realize it. Maintaining a detailed record of spending is a powerful way to identify where your money goes and to cut unnecessary costs." Another key to effective financial management is setting limits for unbudgeted expenses. While flexibility is

important, discipline is the cornerstone of financial success.

A critical aspect of money management is avoiding unnecessary debt. CPA Macharia cautioned against relying on credit cards and mobile money, which can tempt individuals into spending beyond their means. Instead, he advised learning to bargain and finding ways to minimize spending.

Saving is not merely about setting money aside; it is about creating a safety net for unforeseen events and building a foundation for future investments. Establishing an emergency fund equivalent to three to six months of expenses is an excellent starting point.



"For those looking to grow their savings further, money market funds (MMFs) present an attractive option." He opined.

"These professionally managed investment vehicles offer diversification, regulatory oversight, and low minimum entry requirements, making them accessible to many." Cultivating a savings culture is vital for achieving long-term financial goals. Regularly contributing to an MMF or similar investment account can strengthen saving habits over time. Additionally,

CPA Macharia highlighted the importance of managing windfalls, such as bonuses or inheritances, wisely by channeling them toward savings or investments rather than impulsive spending.

Achieving financial freedom also requires setting clear, actionable goals. Specific, measurable, and time-bound objectives provide direction and motivation. For instance, you might aim to save a fixed amount each month toward a major purchase or build a financial cushion for retirement. Macharia also encouraged individuals to think about life beyond employment by starting a business or other ventures to stay active and financially secure after retirement.

Money, as the CPA reminded us, is not just a tool for meeting material needs but also a reflection of our values and priorities. Drawing from Dhimas Anugrah's perspective, he noted that how we handle money mirrors our heart's relationship with deeper purposes, including faith. As Matthew 6:21 aptly puts it, "For your heart will always be where your riches are."

Ultimately, financial wellness is about discipline, intentionality, and alignment with your goals. By adopting good financial habits, tracking spending, and planning for the future, you can reduce stress and build a life where money serves you, not the other way around. As CPA Macharia concluded, "Your financial journey starts with small, consistent steps. Build the habit, and the results will follow."

Customer experience at Matuga Campus: Hospitality at its Best



Mr. Timothy Mwakio HoD Hospitality (standing far left) and the Head of Service, Mr. Phineas Muriungi (standing far right) with a section of staff from the Department.

BY KEFFAS MUTETHIA

Hospitality is the invisible thread that binds experiences together, turning ordinary moments into cherished memories. It is a craft that thrives on passion, precision, and a dedication to excellence. From grand events to everyday interactions, hospitality has the power to leave a lasting impression. At KSG Matuga, this ethos is brought to life by the Hospitality Department—a place where creativity, teamwork, and commitment transform service into an art form.

Where Passion Meets Professionalism

In the Hospitality Department, every role transcends the boundaries of duty to become a vocation infused with passion. It is about crafting memories that linger long after the experience. From the moment someone steps

in KSG Matuga, they are enveloped in an atmosphere of care and dedication. Behind this atmosphere is a team that thrives on innovation, creativity, and meticulous attention to detail.

“What makes KSG Matuga special is the commitment to making every event a unique experience. We don’t just serve – we create memories,” says Mr. Phineas Muriungi, Head of Service.

Feedback from Participants

The true testament to the Department’s excellence lies in the voices of those who have felt it firsthand. Participants consistently laud the professionalism, warmth, and efficiency of the team.

“Since I came to KSG Matuga, I am always impressed by how smoothly everything runs. It is clear that the team takes great pride in their work,” says a recent participant of the induction program for newly employed

staff.

Another participant shares: “Every event I have been to at KSG Matuga has felt like a VIP occasion. The hospitality team’s ability to anticipate needs before they arise makes a big difference. You can tell they are well-trained and passionate about what they do.”

One standout initiative that has garnered widespread acclaim is the Cultural-Themed lunches held every Wednesday. These events celebrate diversity through food and ambiance, offering participants a unique and enriching event.

“The cultural-themed lunches are an absolute highlight of the week. It’s an opportunity to have different cuisines and learn about other cultures, all while enjoying a warm atmosphere,” says James M. Nandi, a recent DPA participant.

Crafting Unforgettable Experiences

The Hospitality Department’s commitment extends beyond logistics to the very essence of service—creating an impact that lasts. Whether organizing a large seminar, a close workshop, or an official event, the team ensures precision at every stage, from room setups to catering and guest relations.

Training for Tomorrow’s Leaders

KSG Hospitality Department is also a crucible for learning. Staff members and students on industrial attachments receive training, mentorship, and practice in service and event management. This approach ensures the department remains a training

Customer experience at Matuga Campus: Hospitality at its Best

ground for future leaders in the field.

"Being part of this department has been invaluable," says Ms. Margaret Philomena, an industrial attachment student. "I've learned a whole lot about event management, customer service, and teamwork."

Employees also benefit from continuous professional development. Whether mastering guest relations or managing large-scale events, the department's training programs prepare staff for leadership roles. "I started with passion for service," says Madam Mwanaisa Nyanje, "but through the various training programs offered by the School, I have learned to turn that passion into a career. Every event is an opportunity to apply something new, and I always feel supported."

Leadership: The Driving Force of Excellence

At the helm of Hospitality is Head of Department, Mr. Timothy Mwakio. His leadership is pivotal to the department's success and as such his vision emphasizes constant improvement and a focus on innovation.

"My vision for the Hospitality Department is to create a space where both the team and our guests feel valued. It is about constant improvement and innovation to elevate the service we provide," says Mr. Mwakio whose leadership philosophy is rooted in commitment to excellence.

A Team that Thrives Together

The hospitality space is dynamic where collaboration and mutual respect fuel growth. Every member contributes uniquely, creating an ecosystem of shared knowledge and support.

"The energy of the team is also matters, as we learn from each other daily," says Mr. Stephen

Opere.

The Future of Hospitality at Matuga

Matuga Campus, Hospitality Department is set for growth in innovation and service. Plans are underway to expand the programs offered, introduce cutting-edge technology, and enhance service offerings to enrich guest experience further.

"We are always exploring ways to innovate and make experiences better," says Mr. Timothy Mwakio. "Hospitality isn't just about providing a service—it's about crafting an experience. And that's what we do best." As KSG Matuga moves forward, the Hospitality Department will continue to set the standard for exceptional service and unforgettable moments.

 Kenya School of Government
Matuga
Empowering the Public Service

Mindfulness Tip for Work:

"Take a few moments to breathe deeply and reset during a busy workday. It can improve your focus and reduce stress. 🧘"



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Financial Matters: What is on your pay-slip?



*Ms. Everline Wahome
Deputy Director Finance and
Administration*

Last week, Ms. Wahome presented reforms by the Government of Kenya to the retirement benefits industry through the Tax Laws (Amendment Act) 2024, which were introduced to align with the current economic realities, ease healthcare burdens and empower retirees.

This week, we learn about more tax changes which came into effect on December 27, 2024. These include reduction to the Pay As You Earn (PAYE) payable by employees. This may be of interest to you; to know the changes on your pay-slip - changes that have come about by increasing the amount of deductions in the pay slips before computation of PAYE. This means that the net pay will increase effective January 2025 compared to prior periods through the following are the deductions:

- **Affordable housing levy:** This is a statutory contribution and all employees are required to contribute 1.5% of gross monthly salary
- **Contribution to post-retirement medical fund:** subject to a limit of Ksh.15,000. Currently this contribution is voluntary. The Members of the KSG Pension Scheme are encouraged to contribute as guided by the KSG Staff Retirement Benefit Scheme (SRBS) Trust Deed and

Rules.

- **Contributions made to the Social Health Insurance Fund (SHIF):** This is a statutory contribution and employees are required to contribute 2.75% of their gross income.
- **Mortgage interest not exceeding Kshs.30,000 per month:**

Applicable if an employee has borrowed money from financial institutions specified in the Income Tax Act to purchase or improve premises for residential purposes.

More information on these deductions is available in the Affordable Housing Act, 2024, Tax Laws (Amendment) Act 2024, the Social Health Insurance Act No.16 of 2023 and the Social Health Insurance Regulations, 2024.

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PUBLIC PROCUREMENT & CONTRACT MANAGEMENT

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-  February 10-14 2025
-  Kshs. 79,576 (Exec.Residential)
Kshs. 44,774 (Non-Residential)
-  Lower Kabete



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What they say online

BY DOUGLAS MOCHAMA

For a long time, organizations would advertise through radio, television, billboards, and newspapers. However, with new media, having a strong social media presence for organizations is no longer a matter of choice but a prerequisite. Studies show that potential clients first turn to social media when scouting for information about an organization and its products.

Therefore, social media plays a marketing role for organizations. It can bring in new clients and help the organization maintain its current customer base. The medium facilitates understanding customer perceptions of products or services.

Indeed, Kenya School of Government has social media pages on Facebook, X, LinkedIn, and the Website, and these platforms have made communication easier with the public. Through these channels, the School can understand client needs, make updates, get feedback, explain its role, and help clients understand the various services socially and professionally.

The Bulletin team has noticed that the nature of feedback given to the School through social media includes, but is not limited to, observations on lecture facilitation that are well-researched and well-delivered with current trends in mind. Also, the online fans are mesmerized by the conducive learning environment at the School Campuses. Many have equally indicated that the professional training they have received at KSG positively

impacted not only their work but their lives in general.

"Yes, after this training, I changed my wardrobe. It starts even with a handkerchief, belt, and bag ornament shoe. I am telling you elegance. At a level of SLDP, things are superb. You are now a resource mobilizer! I tell you," documented Grace Wanjala of SLDP no 308.

Most online fans observe that the School management has put in place mechanisms to ensure staff has unique energy and vigor that is evident whenever they serve the clients.

Indeed the customers have been sharing their experiences about accessibility of the School campuses.

"We took the Nakuru - Kabarnet route. It had rained the previous night and the weather was cool. The hills and valleys kept rolling past us as we kept a close watch on the sides for an ambush from rustlers. Lakini wapi hawakutokea. Kufika KSG I was surprised the area was so green and lovely," said Ernest Tito who had attended a course at Baringo Campus.

Another curious fan on Facebook wondered, "Must you

be a government employee to undertake a course at KSG?"

Questions of this nature give the School the chance to educate potential customers about the courses and target groups.

Indeed there have been misconceptions that the School only trains officers from the public sector. This is far from the truth given the growing number of private sector personnel who have graduated from the School having attended various programs.

Mercyline Masinde, a former participant of the Strategic Leadership Development Program, recently remarked, "KSG is a wonderful environment for learning, unlearning, and relearning." She wondered, "Sasa mtu akimaliza SLDP, next? Please enlighten me on programs."

Since those in Job group N and above or equivalent in policy-making and leadership roles and have already undertaken the Senior Management Course are the ones the SLDP attracts for enrolment, the majority perceive the SLDP as the apogee course at the School.

The School's social media



What they say online

team has been on hand to inform many participants graduating from the SLDP who are often uncertain about what other capacity development courses will be available to them in the future. The team shed light on other classes such as Customer Service Excellence Programs, Accounting Officers Program, Women in Leadership Program, and Leadership Program for National Development, including tailor-made courses,

and many more that the graduates can uptake.

In contrast, the social media team has had to address controversial comments from online constituents who likewise seek clarification. The strategy has been diplomacy, courtesy, openness, and transparency, in a deliberate effort to engage with challenging inquiries, including those from individuals who may not align with the institution's objectives.

As a School, we appreciate the responses we receive from our participants; this has provided insightful information on how best to serve customers. Our channels of communication with clients remain open, not only through social media pages but also through e-mail addresses, and feedback books, positioned at various outlets within the institution.



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Weekly Activities at the School



The Ethics and Anti-Corruption Commission (EACC) launch of , launched the inaugural Strategic Plan 2024–2028 for its training wing, the National Integrity Academy (NIAca). The training wing is hosted at the Kenya School of Government, Lower Kabete.

At the launch, KSG Director General, Prof. Nura Mohamed, congratulated NIAca on achieving this significant milestone and commended its collaboration with the School in building the capacity of public officers.

He emphasized the importance of preparing for a future-ready public service through training, noting that the school is committed to launching some courses developed in collaboration with NIAca.

The event was also graced by the Chairperson of EACC, Dr. David Oginde, alongside other EACC commissioners and directors.



Mr. Benjamin Chilumo, CEO of Huduma Kenya (center), and Ms. Susan Chesang, KSG Head of the Customer Service Excellence (2nd right) with NACADA staff who participated in the Customer Service Excellence Program for Frontline Officers at the KSG Mombasa Campus.

This program, developed collaboratively by KSG and the Huduma Kenya Secretariat, aims to enhance leadership, management, and capacity development, equipping participants to deliver exceptional customer service to citizens

Leadership Lesson

The only way to do great work is to love what you do.

True greatness is not just about hard work but also about finding joy and meaning in what we do. When we align our work with our passions, the results can be extraordinary.

– Steve Jobs

Have your say



zuberi abdi
Local Guide · 148 reviews

An important institution in delivering public service results based management. Implement outcomes which will lead to impacting better service delivery

Word of the Week

Psalm 56:3-4

When I am afraid, I put
my trust in You. In God
I have put my trust; I
will not fear. What can
flesh do to me?.

Something for the Youth!



COAST YOUTH SUMMIT

Theme


**A GENERATION AT
RISK: CONFRONTING
THE CHALLENGE OF
YOUTH
UNEMPLOYMENT**



**8am - 4pm
FEBRUARY 13, 2025
KSG MOMBASA AUDITORIUM**

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Our Partners



Baringo Campus

Strategic Leadership Development Programme No.455/2025	13th January-21st February, 2025
Senior Management Course No. 202/2025 (Online)	20th January-14th March,2025
Strategic Leadership Development Program No. 458/2025 (Online)	20th January-28th March, 2025
Senior Management Course No.201/2025	6th -31st January,2025
Public Relations and Customer Care Course	20th-31st January, 2025

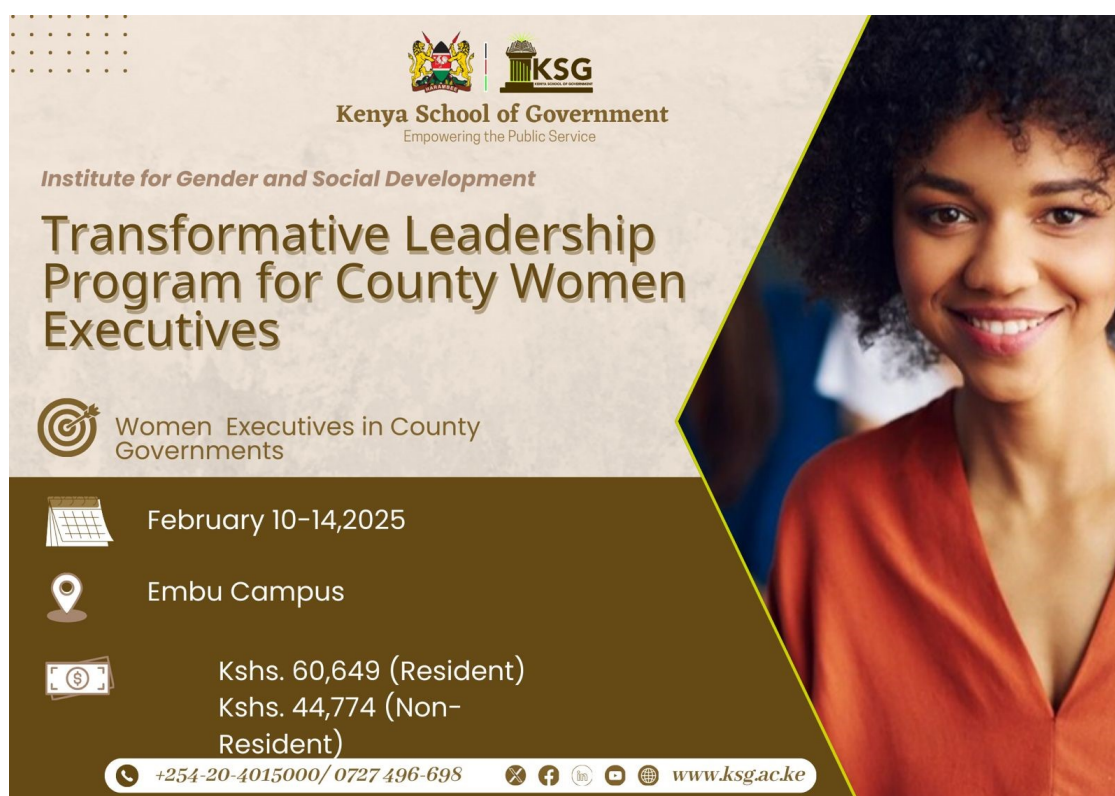
Matuga Campus


Diploma in Public Administration No. 2/2024	30th September, 2024 to 28th February, 2025
Senior Management Course No. 133/2025	13th January - 7th February, 2025
Fire Marshal and Drill	27th -31st January,2025

Lower Kabete

Strategic Leadership Development Program No. 453/2025	13th January – 21st March, 2025
Climate Change Policy Planning and Budgeting-State Department for Roads	20th-31st January, 2025
Result Based Monitoring and Evaluation	20th-31st January, 2025
Supervisory Skills Development Course	20th-31st January, 2025
Senior Management Course No. 430/2025	6th-31st January, 2025
Audit and Risk Oversight Program	27th-31st January, 2025
National Integrity Academy January	27th-31st January, 2025
The National Treasury	January 31,2025


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Institute for Gender and Social Development

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Diploma in Social Work No. No. 44/2023	6th March - 7th March, 2025
Senior Management Course No. 228/2025	6th-31st January, 2025
Strategic Leadership Development Program No. 453/2025	13th January - 21 February, 2025
Senior Management Course No.229/2025	27th January – 21st March, 2025
Strategic Leadership Development Program No. 459/2025	20th January – 4th April, 2025
Induction Program For Public Service Excellence- The President's Award- Kenya	27th January -30th January, 2025
Induction Program For Public Service Excellence-Sports Arts & Social Devt. Fund	27th - 31st January, 2024
Retirement Planning Program-State Dept for Higher Education and Research	20th - 24th January, 2025
Management Course for Office Administrators Online-State Department for Lands	27th January – 21st March, 2025
Policyholders Compensation Fund	27th - 31st January, 2024
Financial Accounting, Reporting & Analysis	27th - 31st January, 2024
Team building consultancy- The President's Award- Kenya	31st January, 2025
State Dept for Interior & Citizen services	28th - 30th January, 2025
State Department for Livestock	28th - 30th January, 2025
Training of TOTs-Council of Governors	28th - 30th January, 2025

Mombasa Campus

Diploma in Public Administration	30th September 2024 - March, 2025
Strategic Leadership Development Program	20th – 28th March, 2025
Strategic Leadership Development Program	20th - 28th February, 2025
Senior Management Course	20th - 14th March 2025
Supervisory Skills Development Course	20th - 14th February, 2025
Senior Management Course	6th – 31st January, 2025
Retirement Planning Course	7th – 31st January, 2025
Induction Program for Audit Committee Members-Tana River County	27th – 31st January, 2025
Audit and Risk Assurance Training- Pwani University	27th – 31st January, 2025

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- Centre for Leadership and Public Policy
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- 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
- Institute for Gender and Social Development
- Institute for Devolution Studies

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