



# **ENGAGING EMPLOYEES IN THE PUBLIC SERVICES- BEST PRACTICES AND FUTURE POSSIBILITIES**

**A PRESENTATION BY**

**DAVID ROGER. J. WALUGEMBE**

**AT THE**

**“Mind the Gap: The Changing Face of  
the Public Service” Conference -Delta  
Chelsea, Toronto March 1-2, 2007!**



# Introduction



- **At this “Mind the Gap: The Changing Face of the Public Service” conference, it gives me great pleasure to share with new professionals and senior managers from across Canada's public sector what the Uganda Public Service is doing to engage new professionals, the current practices as well as future possibilities. My presentation under the theme of Engaging Employees in the Public Service – Best Practices, Future Possibilities will also attempt to highlight the existing new professionals networks in Uganda and my role in these networks.**





# Contents of the Presentation

- **Attraction –Public Service the biggest employer**
- **Recruitment –Selection methods**
- **Induction- New Employee Orientation**
- **Performance Management**
- **Results Oriented Management (ROM)**
- **Performance Appraisal Scheme**
- **Training**
- **Reward and recognition scheme**
- **Future Possibilities**





# Engagement - Defined

**Webster defines engagement as “ to secure and hold interest or induce to participate”**

**Securing and holding interest or inducing to participate involves a number of processes and can be equated to the human resources journey- *attracting retaining and developing a competent and motivated public service workforce* which happens to be the mission of the Ministry of Public Service Uganda.**





# **Attraction –Public Service the biggest employer**

- **Uganda Public Service - the biggest employer -**
- **No previous working experience required**
- **Age bracket between 21-25 years**





# Recruitment – Selection methods

- **Role of the Public Service Commission**
- **Selection methods- Aptitude tests, Oral interviews**
- **Introduction of competency based selection**





# **Induction- New Employee Orientation**

- **The induction-training manual for newly appointed public officers.**
- **Performance Management**
- **Results Oriented Management (ROM)**
- **Performance Appraisal Scheme**





# Training

- **Training versus job satisfaction and motivation**
- **The Public Service training policy**
- **Training and the performance appraisal scheme**



# The Reward and Recognition Scheme- Objectives



- **To motivate people to join the Public Service, stay, and deliver high levels of performance.**
- **To develop and implement reward policies, processes and practices in order to achieve organizational goals.**
- **Reward people for value created.**
- **To support the development of a positive performance culture.**



# FUTURE POSSIBILITIES



- Knowledge management
- Need for Continuous Professional Development
- Motivation and innovation
- Increased synergies between the Public Services and higher education providers.
- The role of Professional Associations
- Diversity and inclusion





# Knowledge management

- Increasing number of retirements
- Implications of the retirements
- Remedies to combat the situation
- Obligations



# Continuous professional Development



- Change management
- Soft skills
- Maximizing the ICT era
- Increasing the advocacy base





# Motivation and innovation

- Questions for Public Services to address
- What is my job?
- How am I doing it ? and
- What is my future?



# Synergies between the Public Services and Higher Education providers



- Quality Versus quantity of graduates
- Quality of training
- Curriculum design



# Role of Professional Associations



- **Public policy and advocating on behalf of their professional members.**
- **Support and nurturing**
- **UAPAM – A branch of AAPAM –interim coordinator of the Young Professionals**
- **ULIA- For Library and Information Science Professionals- an active member**
- **Management Forum Uganda- Member**
- **Rotaract- Member**





# Diversity and Inclusion

- Impact of today's actions on tomorrow's public services

