



AAPSCOMS GENERAL ASSEMBLY AND CONFERENCE, 2024

**WE THE CHAIRPERSONS AND REPRESENTATIVES OF AFRICAN PUBLIC
SERVICE COMMISSIONS**

**JOINT COMMUNIQUÉ FOR THE 6TH ELECTIVE GENERAL ASSEMBLY AND
CONFERENCE OF THE ASSOCIATION OF AFRICAN PUBLIC SERVICE
COMMISSIONS (AAPSCOMS)**

HELD FROM 6TH TO 8TH NOVEMBER, 2024

AT

SAFARI PARK HOTEL, NAIROBI, KENYA.

WE the Chairpersons and representatives of the African Public Service Commissions, attending the 6th Elective General Assembly and Conference of the Association of African Public Service Commissions (AAPSCOMS) themed ***“Driving Public Service Delivery Transformation through Innovation and Technology”*** under the sub-themes: ***“Leveraging on ICT for Efficient and Effective Service Delivery”***, ***“Building a Citizen Centric Public Service of the 21st Century”*** and ***“Strengthening research through Evidence-Based Policy and Decision Making in the Public Service”*** held at the Safari Park Hotel, Nairobi, Kenya;

INSPIRED by the history, establishment and development of the Association of African Public Service Commissions (AAPSCOMS) and the significant role that the Association has played in improving and supporting effective and efficient service delivery in the various public services in Africa;

AFFIRMING the significant role played by AAPSCOMS in fostering collaborations and networking amongst African Public Service Commissions and providing an avenue to share experiences and knowledge that ultimately contribute to the improved provision of efficient and effective service delivery across the public services in Africa;

ACKNOWLEDGING and applauding the significant role and dedication of all the member African Public Service Commissions and other Service Commissions for their efforts and contribution towards the achievement of the goals and objectives of AAPSCOMS;

RECOGNIZING the significant milestones of AAPSCOMS, and the resultant institutional reforms since its inception;

FURTHER RECOGNIZING the purpose for which the Association was formed being to collaborate, share experiences and best practices among African Public Services Commissions in order to promote good governance and improve service delivery in the public services of the continent;

EXTREMELY CONSCIOUS of the ever-changing workplace environment, complex and evolving challenges facing the African public services and the need for continuous efforts to adapt and develop strategies to address new trends that include embracing the use of information, communication technology (ICT) platforms for an efficient and effective service delivery in the public services in Africa;

HAVING embraced the need to build a citizen-centric public service of the 21st Century in all the public services across the African continent;

NOTING the lessons learnt from operations of various African Public Service Commissions as envisioned in their respective constitutional and statutory mandates;

DO HEREBY AGREE AND STATE AS FOLLOWS:

1. The 6th Elective General Assembly and Conference of the African Association of Public Service Commissions (AAPSCOMS) was hosted by the Public Service Commission, Kenya and attended by the Hon. Justin B.N. Muturi, Cabinet Secretary, Ministry of Public Service and Human Capital Development of the Republic of Kenya as the Chief Guest, the Civil Service Commission of Zambia, the Public Service Commission of South Africa, the Public Service Commission of the Kingdom of Lesotho, the Local Government Service Commission of the Kingdom of Lesotho, the Teaching Service Commission of the Kingdom of Lesotho, the Federal Civil Service of Nigeria, the Civil Service Commission of Abia State, Nigeria, the Public Service Commission of Tanzania, the Civil Service Commission of The Gambia, the Public Service Commission of Ghana, the Public Service Commission of Zimbabwe, the Civil Service Commission of the Kingdom of Eswatini, the following Commissions from Kenya; Independent Electoral and Boundaries Commission; Teachers Service Commission, Judicial Service Commission, the National Land Commission, Commission on Administrative Justice, the Independent Policing Oversight Authority, Office of the Auditor-General, the Controller of Budget, Chairperson of the Caucus of Chairpersons of County Public Service Boards, Kenya Law Reform Commission, the National Police Service Commission, National Cohesion and Integration Commission and the Kenya National Commission for Human Rights.

2. Additionally, the Elective General Assembly and Conference marked the Association's 16th Anniversary since its establishment in the year 2008. It provided an avenue for participants to share their experiences, expectations, challenges, best practices and reform proposals with a view of driving Public Service Delivery Transformation through Innovation and Technology.
3. The Conference has taken place at a time when public service institutions are facing unprecedented demand for more innovative solutions to support citizens' needs, particularly those that are most vulnerable, to achieve better outcomes and lead fulfilling lives in spite of dwindling resources.
4. It was noted that technological intervention, incorporation of new management principles, taking into account the needs and aspirations of the citizens are taking center stage in public sector management.
5. The Conference theme of *"Driving Public Service Delivery Transformation through Innovation and Technology"* was discussed under the following three sub-themes:
 - a. Leveraging on ICT for Efficient and Effective Service Delivery;
 - b. Building a Citizen Centric Public Service of the 21st Century; and
 - c. Strengthening research through Evidence-Based Policy and Decision Making in Public Service.
6. **DEDUCING** from the deliberations under the above thematic areas:
 - a. On the **Leveraging on ICT for Efficient and Effective Service Delivery**, it was emphasized and agreed that:

- i. There is the need to avoid the use of manual systems to pave way for the rolling out of the ICT infrastructure;
 - ii. African Governments need to create an enabling environment for the use of ICT in order towards the realization of e-Governments;
 - iii. The use of ICT improves the efficiency, transparency, accessibility and effectiveness of service delivery;
 - iv. There is the need to invest heavily on ICT infrastructure in order to improve service delivery;
 - v. There is the need, where possible, to collaborate and partner with various ICT service providers to assist with the infrastructure developments in that regard;
 - vi. There is the need to undertake adequate capacity building of officers to make them ICT compliant; and
 - vii. Leveraging on ICT will only succeed when trust levels and technology apathy has been competently dealt with.
- b. **On building a Citizen Centric Public Service of the 21st Century**, it was emphasized and agreed that:
- i. Leadership gaps need to be addressed and that recruitment should be restricted to the right skills set;
 - ii. There is the need to adopt “cyber-gogy” as opposed to pedagogy in order to enable the incorporation of ICT infrastructure;

- iii. There is need to allocate adequate funding for training of public servants and build trust in them;
- iv. There is need for political good will and inculcation of the ethical values in the public service;
- v. There is the need for public service commissions to have a focused approach to building a high level of efficiency and organizational effectiveness;
- vi. Public service Commissions must have adequate and effective leadership to enable them undertake proper recruitment, training, development and succession management;
- vii. There is need to bridge the gap between systems, policies and the actual people to be served;
- viii. Good systems in the public service should be reflected in the lives of the ordinary citizens;
- ix. The use of technology should complement the work done by humans because technology cannot infuse public service values such as empathy and ethics;
- x. Character formation should be built in the public service as moral pedigree will eventually determine a person's orientation;
- xi. Public service should have more impact as opposed to being just for compliance purposes;

- xii. The personal character of public servants is very key in the public service and that there should be a radical departure from the current status quo;
 - xiii. Technology needs to be embraced because it can only perform optimally if used correctly.
- c. On the discussion revolving around the **strengthening research through Evidence-Based Policy and Decision Making in the Public Service**, it was discussed and agreed that:
- i. Policy planning in the public service should be based on facts and accurate statistics;
 - ii. Developed public service policies should be able to strategically address identified challenges in the public service;
 - iii. Adequate research should build and strengthen a public institution's knowledge capital;
 - iv. Institutions should embrace and implement a scientific public policy management;
 - v. Africa should invest on its own research and analytics to inform her policy interventions instead of relying foreigners;
 - vi. Public institutions should invest in research that will inform on decisions on succession planning;
 - vii. There is the need to mine exit data from officers exiting public service institutions to improve efficiency;

- viii. There is the need to make use of dormant and underutilized administrative data;
- ix. There is the need to strengthen inter-institutional research collaborations;
- x. There is the need to enhance research outputs, the quantity and quality of research to be synthesized to actionable outcomes;
- xi. There is the need to align research to the country's national development goals;
- xii. There is the need to establish a framework for monitoring and evaluation;
- xiii. There is the need to align research to the policy needs;
- xiv. There is need to enhance funding and partnerships, promote dissemination of research through collaboration;
- xv. There is the need to track performance as research without impact is useless;
- xvi. There is the need to build the capacity of policy consumers;
- xvii. Public policies should be simple and not sophisticated;
- xviii. Policies should be prioritized as opposed to being reactionary;
- xix. There is the need for diversification and value addition so that research speaks to the needs of the people to add value and at the same time get feedback from the people.

- 7. ACCUTELY AWARE** that a strong, effective and efficient public service is an enabler to a country's economic development, it was proposed that there was need for continuous collaboration and sharing of ideas among the various public service commissions and other service commissions in Africa, engagement in active lobbying for the expanded membership of the Association in the entire continent, simplify and translate the Association's constitution into various languages of the various African countries for ease of effective communication.
- 8. DECIDED** in the elections of the 6th General Assembly that the following persons be elected into various offices of the Executive Committee:
- a. Amb. Anthony M. Muchiri, CBS, President, AAPSCOMS;
 - b. Prof. Tunji Olaopa, Vice President, AAPSCOMS, West Africa Region;
 - c. Lady Justice (Rtd) Hamisa Kalombola, Vice President, AAPSCOMS, East Africa Region; and
 - d. Prof. Somadoda Fikeni, Vice President, AAPSCOMS, Southern Africa Region.
- 9. PROPOSED** that the 7th Elective General Assembly and Conference of AAPSCOMS be held in Nigeria, West Africa Region.
- 10. BUILDING** on the progress achieved so far by the Association, the members agree to: mobilize and commit resources and give other necessary support; invest more on the infrastructure support for the Association, lead the transformation of public service delivery in Africa through innovation and technology, create more awareness in their respective regions and lobby for the joining of the Association; strive to build the capacity of the member commissions; assist in the translation of the Association's constitution into the French, Portuguese, Spanish

and major languages spoken in African countries; to make the Association more inclusive and impactful; ensure its radical transformation for the better; foster strategic partnership with State and non-state actors to support and fund the activities and projects of the Association.

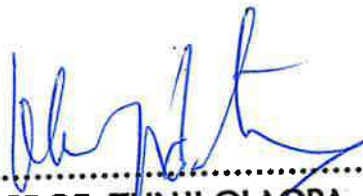
11. **WE CONVEY** our sincere gratitude to the member Commissions, the outgoing Executive Committee under the leadership of the outgoing President of AAPSCOMS, **DR. CHOOLWE BEYANI** for their service and the Secretariat for organizing this conference, the Public Service Commission – Kenya and its exemplary leadership for hosting the conference and General Assembly. We also appreciate the presence and support of all the other key stakeholders of AAPSCOMS.

DATED at NAIROBI, Kenya this 8th day of November, 2024.

SIGNED BY:



.....
AMB. ANTHONY M. MUCHIRI, CBS
PRESIDENT, AAPSCOMS



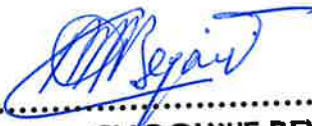
.....
PROF. TUNJI OLAOPA
VICE PRESIDENT, AAPSCOMS, WEST AFRICA REGION



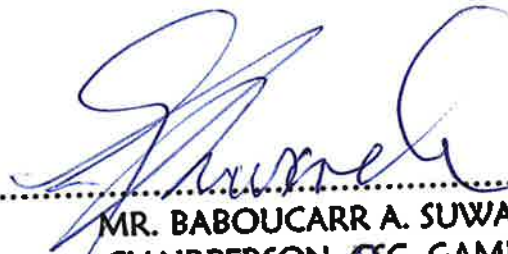
.....
LADY JUSTICE (RTD) HAMISA KALOMBOLA
VICE PRESIDENT, AAPSCOMS, EAST AFRICA REGION



PROF. SOMADODA FIKENI
VICE PRESIDENT, AAPSCOMS, SOUTHERN AFRICA REGION



DR. CHOOLWE BEYANI
CHAIRPERSON, CSC, ZAMBIA



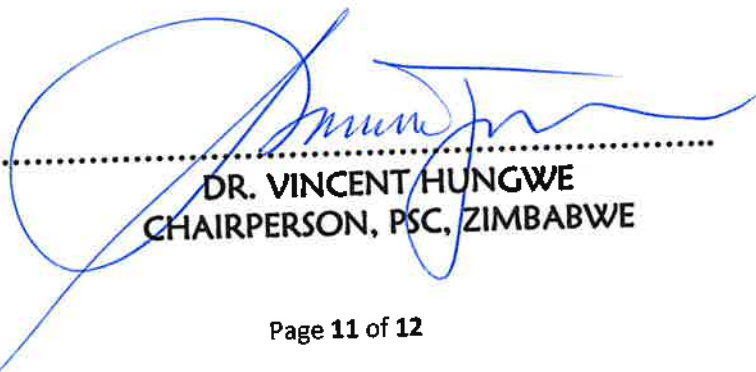
MR. BABOUCARR A. SUWAREH
CHAIRPERSON, CSC, GAMBIA



MR. SALMAAN JACOBS
CHAIRPERSON, PSC, NAMIBIA



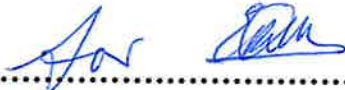
PROF. VICTOR KWAME AGYEMAN, ESQ.
CHAIRPERSON, PSC, GHANA



DR. VINCENT HUNGWE
CHAIRPERSON, PSC, ZIMBABWE



MRS. MPEO MAHASE MOILOA, ESQ.
CHAIRPERSON, PSC, KINGDOM OF LESOTHO



MR. AMIN TSOTANG MPHETHE
CHAIRPERSON, LGSC, KINGDOM OF LESOTHO



MR. RATOKELO ELISHA NKOKA
CHAIRPERSON, TSC, KINGDOM OF LESOTHO



PST. DR. ENO JERRY-EZE
CHAIRPERSON, CSC, ABIA STATE - NIGERIA



MR. PETER N. MAMBA
CHAIRPERSON, CSC, KINGDOM OF ESWATINI
S. MAMBA, 50 P. MAMBA.



DR. JAMLECK MUTURI JOHN
CHAIRPERSON, TSC, KENYA