

DEPUTY GOVERNOR'S MONTHLY MESSAGE
Fourth Quarter Push – “How Will the Public Service 2018 Game End?”

Using sports as a reference to consider the balance of the work year in the Public Service, the upcoming fourth quarter is where it counts! Teams do well for many quarters, but the last quarter is the deciding factor between victory and defeat. So, how will the Public Service game end in 2018? Will we be winners celebrating change, transformation, rebuilding, recovery, new visions and personal growth or will we rest and hope that we will get by on the work done in previous quarters?

I am mindful that the Public Service was greatly affected by the hurricanes of September 2017. I am also mindful that some of us are still trying to get back to normalcy within our homes and lives. I am, however, equally mindful following the world economic crisis in 2008 and the recent hurricanes, we remained employed without any adjustments to our basic terms and conditions. While other countries were reducing workers and pay packages, we did not suffer the same fate. While we do not know what the future holds, in our current situation, we should be thankful.

On this backdrop, we should understand that a country that is rebuilding cannot stop dreaming. A Public Service that is still working on securing better accommodations for its most valuable resources cannot stop transforming. The Public Service is a key driver of the Territory's economy. This means now more than ever, where possible, more will be asked of the Public Service. This is the reason why each ministry has developed transformation plans to propel the service to the next level; we do not have a choice.

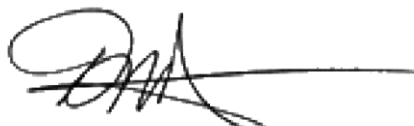
The last quarter of 2018 will be a major push towards continuation of the implementation of transformation plans by the various ministries. Specifically, my office will push hard in this fourth quarter to advance or augment legislation such as the Public Service Management Bill, Ministerial Code of Conduct, Integrity Commission, Human Rights Commission and Freedom of Information. These are all good governance initiatives, which must be at the foundation of a transformed Public Service. A strong focus on e-Government will continue. We will introduce a Customer Service Virtual Mailbox to commend excellent customer service as well as address any customer service challenges within ministries and departments. As you know, accountability is critical for Public Service excellence.

I invite all of you to ask your managers and Permanent Secretaries about plans for a transformed Public Service. Specifically, ask how those plans include you and what role you are expected to play.

Let us push hard in this fourth quarter; and remember our main objective should be to deliver services to our clients that are reflective of a caring, supportive, understanding and growing Public Service. I am proud of the Public Service for its endurance as we transform, but I am asking for a harder push in the final quarter of 2018.

If you have any questions, concerns or need clarification on the contents of this message, please email me directly at DArcher@gov.vg.

See you at the 'end of the fourth quarter' celebration!



David D. Archer, Jr.
Deputy Governor