

# PRESS STATEMENT

## PRESS STATEMENT

FOR IMMEDIATE RELEASE

Friday, 1<sup>ST</sup> November, 2019

**The Public Service Vision and Balanced Scorecard for the Zambian Public Service** have been launched under the theme “A smart and value centered Public Service”. The vision is anchored on the following core values: **Integrity, Honesty, Objectivity, Impartiality, Loyalty, Respect, Accountability, Excellence, Confidentiality and Selflessness**. Further, the strategic themes are: Human Capital Leadership Development, Work Environment Enhancement, Partnership Management and Work Culture Transformation. As a matter of Standard, The Public service plays a fundamental role in governance of every country and strengthening public services is very critical. Hitherto, we believe that with measures such as the vision launched today, public service overall is strengthened to facilitate healthy communities, promoting accountability, active citizen engagement, and frameworks for development and growth. This is step in the right direction towards Government’s commitment to ensuring “**total adherence to good governance by 2030**”, as espoused in the 7NDP.

Generally, the 21st century poses new and multiple challenges to public services, including widening inequality, slow economic growth, and the irreversible impact of climate change. More so than in any other part of the world, Africa is facing all these challenges simultaneously and they are amplified by the continent’s young and urbanising demography. As a result, citizens are making new demands beyond the delivery of traditional public services, including, but not limited to, solidarity, social inclusion and business-enabling environments. These are indeed new dimensions that are addressed by the Public Service Vision that promotes inclusivity, hard work, excellence and selflessness among all.

The Seventh National Development Plan (7NDP) under Pillar 5; Development Outcome 4; commits towards **enhancing professionalism and efficiency in the public service**, with reforms aimed at building public satisfaction and confidence. The other critical element pertains towards modernizing and enhancing the delivery of public services through the use of ICTs. We observe the progress being made to attain this by SMART Zambia integration platform. Ultimately, we believe that in order to expedite service delivery and development, we need to continuously seek innovative methods that are effective. In this era of technological advancements, we have to continue pursuing means of service delivery that cut out delays and ensure efficiency at every interval. Considering that further, the 7NDP lists poor time management and poor working culture as some of the negative traits that may be detrimental to achieving rapid progress in development. **The Public Service Vision and Balanced Scorecard** are very timely towards addressing these challenges and this should be commended. This coincides with what PMRC has been advocating for; a National Mindset Education Programme that is aimed at emulating all the positive elements of our culture and also developing a core Zambian Identity of hard work and selfless service to the nation

In conclusion, PMRC welcomes the Balanced Scorecard for the Zambian public service especially that it presents a realistic approach towards attaining excellence in the public service, with the broader aim of enhancing service delivery for the citizenry. We are committed towards playing our role in relation to monitoring and ensuring that the strategies and initiatives are supported. Some of the strategies instituted are; (a) Continuous competence based learning and leadership (b) Implementation of Decentralisation programme (c) Implementation of e-Government (d) Implementation of a work culture remodeling programme and institutional restructuring. These measures are in line with the boarder national vision. PMRC has been advocating for these reforms in relation to the public-sector enhancement. The challenge now remains on implementation and we need a collective approach to ensure that we adhere to these measures, as they will definitely be key in enhancing service delivery in the country and attainment of our aspirations.



**MRS. BERNADETTE DEKA ZULU**  
Executive Director

**POLICY MONITORING AND RESEARCH CENTRE**  
Corner of Nationalist and John Mbita Roads, Ridgeway, Lusaka.  
Tel: +260 211 269 717 | +260 979 015 660  
<http://pmrczambia.com>

