



Address by

Senator the Honourable Allyson West,

Minister of Public Administration and Digital

Transformation

on the

Occasion of the

**Virtual Launch of the Public Sector Performance
Management System (PSPMS)**

December 16, 2020

salutations

Mr. Claudelle McKellar, Permanent Secretary, Ministry of
Public Administration and Digital Transformation

All Permanent Secretaries present

Retired Permanent Secretary in the Trinidad and Tobago
Public Service, Mrs. Arlene McComie

Members of staff

Good morning ladies and gentlemen,

I want to thank you all for joining us virtually for
today's launch event of the Public Sector Performance
Management System (PSPMS). Under normal

circumstances, we would be gathered together for such an event, sitting close enough to whisper with our neighbour during the programme. But, as we all know by now, these are not “normal” circumstances.

The launch of this programme, at this time is quite significant. We are launching the PSPMS after nine (9) months of COVID-19 pandemic-related regulations and protocols, and the associated socio-economic impact. We have all seen first-hand the importance of data collection in the health sector, informed decision-making and how resilient we can be to changes when we work together.

The Performance Management System is based on these very same principles – valuing data-collection, evidence-based decision-making, and working together to achieve a shared vision.

Some of you may have been familiar with this programme when it was known as the Ministerial Performance Management Framework (MPMF). We are now ready, more than ever in this climate, to re-introduce it to you with the same overall goals and objectives – to assist you with **measuring and improving your delivery of services to citizens.**

As Minister with oversight for the Digital Transformation Agenda, I know how much Ministries have already done towards improving service delivery – all of the pilot Ministries represented here today have helped to change the digital government landscape of Trinidad and Tobago – with online civil registries, free WiFi in public spaces, and the digitalisation of social welfare records, just to name a few.

However, there is much more work to be done. We have to continuously refine our understanding of our customers, to ensure that our programmes are meeting their needs and expectations. To do this, we need data, we need to understand where we are, and to know how to get to where we want to go. The PSPMS will allow us to develop our capacity and capability to collect and to monitor this data to improve our performance, and service to citizens.

The programme also recognises that the quality of the services our customers receive rests with employees. A critical part of the PSPMS seeks to understand and improve employee engagement to enhance the quality of work **and thereby improve the quality of services employees provide to citizens.**

The PSPMS pilot anticipates a 2-year cycle of engagement, starting with performance planning, then citizen and staff input, development of an action plan and its implementation, reviewing subsequent performance and reporting on the cycle of engagement.

I firmly believe that we can, and will, show that we are a public sector that is more transparent, accountable and efficient, that is citizen-centric and focuses on staff recognition and development, if we all work together during this pilot cycle.

And like this pandemic has taught us, even in difficult times, we can persevere if we work with a spirit of collaboration, knowledge-sharing and vision.

We will continue to add value to citizen services even with scarce resources and find innovative ways to mitigate challenges every day.

Each of us, at every level in the public service, has a part to play in driving change and improving service to our citizens. I know that the road ahead may come with some obstacles and bumps, but this year has shown us that we are equipped to meet them head-on. I know that we can achieve a public service that is a modern, flexible and data-driven entity that provides a seamless citizen-centric experience.

In closing, I would like to thank all of you in advance for your efforts to make this programme a success, especially those on the organizing end. It has been no small feat in getting us to this launch

date, and I commend all of you for the work you have put in. The Ministry of Public Administration and Digital Transformation stands ready to collaborate with all of the pilot Ministries, Divisions and Agencies to help us not only realise our national development goals outlined in Vision 2030, but also to provide a public service of which our employees and citizens are proud.

I thank you for your time today, and look forward to working with you in the coming months, in what I hope will be a brighter and merrier new year for all of us.

Thank you.

