

12th Pacific Public Service Commissioners' Conference
Alofi, Niue
16-17 September 2015

SUMMARY OF EVALUATION FORMS

25 responses received

A. Conference Objectives and Content

1. To what extent has the conference assisted in meeting the following objectives for you?

Objectives	Rating out of 5
<i>Mission Statement: "Our mission is to work collaboratively by networking, sharing expertise, knowledge and data to develop and lead public service excellence in the Pacific region and to commit to monitor and evaluate our achievements"</i>	3.84
<i>Examining the conference theme: "Transforming the Public Service to Meet Modern Day Challenges"</i>	3.8
<i>Collaboratively consolidating a new strategic direction for the conference</i>	3.6
<i>Contributing to regional networking at a senior level and strengthening regional cooperation and partnerships</i>	3.76
<i>Promoting the exchange of information and ideas, to identify priority areas for regionally focused endeavors</i>	3.88

2. To what extent has the content of the Conference sessions met your objectives of attending?

Content	Rating out of 5
<i>Conference Key Note Address</i>	3.84
<i>Transforming the Public Service to Meet Modern Day Challenges</i>	
<i>Challenges of Innovation in Public Services in Small Island States</i>	3.96
<i>Country Presentation: Public Sector Transformation – The Niue Experience</i>	3.56
<i>Country Presentation: Public Sector Transformation – The Cook Islands Experience</i>	3.72
<i>Leadership and Transformational Change</i>	3.68
<i>Working Group Reports</i>	2.96
<i>The Role of Policy Evaluation in Transforming the Public Service</i>	4
<i>Managing Performance in the Public Sector to Meet Modern Day Challenges</i>	3.28

Comments

- Best to continue with the sharing of experiences and ideas.
- I felt we never really hit the nail on addressing the theme. It would have helped to bring in a presenter aware of best practices, or had more time for Professor Graham to provide more examples of best practices.
- The forum has already discussed the way on which it focus on more strategic issues that impact the Pacific. The evaluation and stronger focus on "how to collaborate and join up around things that are common will add an important dimension to the value of the conference. The value proposition and agenda should be a key focus. "Panel" discussions on wicked issues would be a useful suggestion.
- The conference objectives and content are relevant in the sense that it gives Pacific Public Service Commissioners an opportunity to discuss issues and come up with constructive ideas in paving the path for a better and realistic public service at the regional level to meet modern day challenges.
- The value and relevance of the OOSCC can be left to each country to rate but from Solomon Islands PSC, I give a 4, ie. Very good rating.
- Although we have been missed out in some of the training offered through this forum, I suggest that this consultation or forum should continue. The good thing about this forum is to deal directly with our Human resources and how we manage, motivate, train and look at their needs so they can deliver a better service to the public.
- The presentation of Policy Evaluation is crucial because it provides evidence/research based talks that arouse participants to think about what is relevant.

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- Strong feeling among the presenters and I strongly support for government (i.e. Public Services) to respond objectively to the demands of the people for less control and more emphasis in leading people towards achievement of goals.
- Presentations on Transformational Leadership and objective evaluation of policy were excellent.
- There is no regional priority because the "Review" is needed for PPSCC resolved to seek external body to carry out review. Individual country training needs have not been completed and evaluated so here is no regional priority existed (sic).
- The presentations were good, lots of ideas emerged. Perhaps because it was only 1.5 days, there was not enough time for discussion. The review of the focus of the network and the conference is a good idea. Perhaps future conferences could have a tighter topic.
- A well organized and delivered conference.
- Although there was a lack of communication throughout the year, Niue managed to pull this conference together well. Well done. I don't think PICPA have time to lead this PPSCC.
- It would be beneficial if all members countries were invited to speak to share their knowledge with others and to learn from. Member countries share common interests.
- I find the concept of a 4 day week innovative and something to consider in the future. Leadership presentation gave insights on how to lead by determining the type of people being lead.
- Well presented and observation of my own is that its well understood by all and appreciated.

B. CONFERENCE MANAGEMENT AND LOGISTICS

Overall view of the management of the Conference and logistical arrangements

t	Rating out of 5
<i>Travel Arrangements</i>	4.12
<i>Conference Management</i>	4.04

Comments

- Book cheaper accommodation for those self-funding/sponsored.
- Time management on Day 1 – tea (am)
- I personally attest that the Conference Management and Logistics are excellent and fantastic. Well done!
- I give a 3 (Good) here in view of the financial constraints. What is important is to get to the conference and get something out of it to help the reforms in Solomon Islands Public Service which I am leading as a student of change.
- May I suggest that the per diem of those who are paid by whoever the donor is paid in advance/on the first destination rather than the final destination.
- Logistics are perfect!
- Very accommodating and polite and cheerful. Chairman is to be congratulated for his patience and effectiveness in controlling some aspects of the discussion especially on the last day in which tension was felt on an issue which touches the lives of all small island states. It touched my heart just as much and am certain the Chairman is capable of starting this new and challenging aspect of PSC's responsibility into the coming years.
- Secretariat coordination could have been better arranged.
- Could have been better arranged for arrival logistics.
- Very well managed conference. Thank you Niue.
- Everything worked well, started on time and finished on time. Only minor technical glitches like you would find in all conferences. Hospitality was outstanding. Well done Niue.
- Very well organized and managed.
- Excellent.

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- Managing the logistics was done properly and conference started on time. However need to close on time. Have to improve on the coordination of inputs to the communique.
- Very well and no comment.

C. BENEFITS OF THE CONFERENCE

Comments on the main benefits gained from attending this conference.

Overall view of the management of the conference and logistical arrangements.

- Picked up good hints on leadership and evaluation as they are both relevant to modern challenges on service delivery
- Good interaction, sharing of ideas/experiences. Good topic and presentations. Logistics are good.
- Well chaired and managed. Topics very specific and relevant to modern day challenges/demands of business practices.
- Effective communication and policy evaluation common themes, including transformation of organization.
- The conference has given me the opportunity to participate and listen while enlightening my understanding about the roles and function of Pacific Public Service Commissioners Conference and its goals and objectives. It has given me the opportunity to acquire and articulate different worldviews and perceptions. It enhances and builds capacity for participation in future similar gatherings. I have the opportunity to listen to high level discussions at the regional level by members of different Public Service Commissions in the region. Therefore, personally, I benefitted a lot and now my world view about such conferences is enhanced.
- Networking with fellow PSCs and other experts.
- Management of the Conference and logistical arrangements - okay. Very friendly and helpful PSC Niue staff. Venue was beautiful but at times noise from outside was distracting.
- Benefits: oversight of where the different countries are at, sharing of issues and best practices as well as challenges faced by the different Pacific Islands Countries. Experience Niue hospitality.
- Exchange and deliberations on bringing issues in relation to HP management/development – hearing experiences and best practices shared to better service the citizens with modern day challenges.
- Excellent arrangements /organization and logistics of the conference.
- I benefitted a great deal from attending this conference from the papers presented. They affirm some of the matters/techniques derived from other conferences and sources of knowledge/strategies.
- Gives opportunity to reflect on respective country's performance and service delivery.
- Rethink on key issues and what are the newly emerging ones.
- Networking with colleagues, commissioners and CEOs.
- Logistics and management were excellent.
- Excellent networking. Getting to better understand the special circumstances of PICs. Getting to appreciate the bigger picture.
- Sense of how Niue compares to other Pacific Island countries. Sense of opportunities to work together with other countries on range of topics. Specific ideas e.g. about citizen engagement. Meeting colleagues from other countries.
- It is an eye-opener on issues like policy evaluation and leadership, especially on what Dr Amosa presented. Good luck to PICPA.
- Sharing of experiences and learning emerging trends.
- Sharing on evaluation. Sharing of thoughts on challenges of innovation. Niue and Cook Islands experience sharing provided insight on how they have come to meet the challenges of migration to NZ, bankruptcy, loss of skilled employers. Over view of the conference is "good".
- Sharing of experiences/skills/knowledge. Learning from others' experiences. Knowing the common issues. How to do better/how we achieve our individual country's needs in terms of delivery of service to

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our own communities. To note that we are dealing with people and to nurture/groom them accordingly to provide good service.

- Good interaction, sharing of ideas/experiences. Good topics and presentations. Logistics – good.
- Getting to know each other on PSC personnel of the Pacific first and foremost. The benefits of the overall sessions will help to make improvements to our public service.
- Knowledge that are new that are applicable to my country such as 4 day week.
- It is a great benefit gained from the conference. The speakers actually focused on the theme and the content of individual presentations was meaningful and straightforward.
- Good opportunity to learn and share experience with other state members. Learning from other professions on the importance of HRD program.
- Networking. Logistics very good.
- Meeting people face to face to discuss public sector issues.
- Very little benefit. Management of the conference and logistical arrangements Excellent.
- Glad to have spoken to a number of senior local staff on the future of PPSC Conferences as well the potential of Niue becoming a haven for people in the Pacific who want to get away from their busy lives and taste Niue hospitality and tranquility of the environment and kindness of its people.

D OTHER COMMENTS

- A very well arranged conference. Topics are chosen well in line with the country's area of interest/need.
- Better time management by Conference conveners.
- Working groups need to reactivate commitment and achieve outcomes as previously passed.
- What has become of country reports? This is important as part of networking and sharing ideas with the region.
- PVO – is it effective? – good tool and should be reactivated too.
- I thought this conference will discuss issues pertaining to the theme, “Transforming the Public Service to meet modern day challenges”. This theme should be the guiding principle in the discussions. That is Public Service Commissions are employers of government and with emerging challenges, how can Pacific countries/governments enhance Public Service capacity to perform their duties in a changing environment?. Since regional challenges are the same this conference should provide clear guidelines in developing proactive policies and measures and get them tabled before parliament to become part of our legislations.
- Thank you to the Chair, Mr Atapana Siakimotu as well as to Wennie Salaielu and team regarding everything provided for the delegates. We have enjoyed the conference and benefitted from your hospitality.
- Fakaau Niue for hosting us in the Rock. Fa’afetai to Chairperson NPSC for being a wonderful host and making us feel at home away from home. Thank you the people of Niue for the warm hospitality. Fa’afetai, fa’afetai tele lava.
- Coming to Niue has given me an awareness and appreciation of Niue as one of the smaller countries of the region.
- I think the name of the conference should be “Pacific Public Service Commissioners’ and Executives’ Conference to reflect mix of both commissioners and chief executives who are delegates of this conference.
- Conference needs to continue and grow. A review will further strengthen its focus and strategic direction.
- The review of the network and conference offer an opportunity to sharpen the focus and be clearer about the benefits of collaboration.
- Thanks Niue and PICPA.

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- Need to be output driven in future so that we come out with solid recommendations to be pursued before the next meeting. Need to provide PICPA with clear outcomes for them to work on e.g. training programs, research areas etc.
- Thank you to everyone who worked hard to ensure that the conference was possible. Your hard work is acknowledged with gratitude.
- Suggest that in the future we look at our staffing needs as a region – what technical expertise we are lacking, the share our HR perhaps under a MOA for instance like the Fiji Volunteer Scheme – providing retired teachers to Tuvalu. Perhaps an exchange scheme may work too for nurses/doctors etc.
- A very well arranged conference. Topics are chosen well in line with the country's area of interest/need.
- Well done Niue.
- Catering is excellent and the Niue PS workers are wonderful in their hospitality.
- I wish to commend the Australian Government, NPSC and PICPA for their efforts to make the Conference a successful one.
- It's a productive conference. Was able to identify the weakness of state members.
- It is a pity that two working groups could not be energized to produce more substantial reports for the meeting to consider and expound on. There was not much data to work with.
- Very important for networking. Need deeper discussions on issues. Most important outcome was "Review".
- There is a growing number of Tuvaluan families on Niue. After we met, our message to them is to live in peace with their neighbours who are all Niueans. They understand their positions and are getting on well with many people of Niue but they need to do more to ensure their children go to school regularly. Thus I leave into the hands of your educational authority the need for the education of their children. I take this opportunity to thank the people of Niue for their great kindness.