



# PREMIER NEWS

The Office of the Prime Minister's electronic newsletter, July-August 2017, Vol. 1 | Issue No. 2

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# From the PS desk

# PREMIER NEWS



**Permanent Secretary  
Nangula Mbako**

Time flies!! It is already over a half of 2017. Hence, I would like to remind ourselves of the targets we have set ourselves to carry out during this year's annual plan and work together to deliver at our utmost best.

During our performance review earlier this year, I commended the Office for a relatively good overall performance in our 2012 to 2017 Strategic Plan at percentage of 64.3%. The Office of the Prime Minister (OPM) developed a new Strategic Plan for 2017/2022 aligned and National Development Plans.

OPM's performance was not bad, given the challenges we experienced related to staff turnover, restructuring and fiscal consolidation.

However, the idea is to keep beating our own record. OPM has to serve as an example in executing our programmes as to institutionalize the Performance Management System in the Public Service and ensuring high standard service delivery for all Namibians.

While some of the challenges above may be recurrent, we have to reposition ourselves well within the bigger scheme of things with renewed energy and re-dedication to perform even better every year. In a nutshell, doing more with less through consultation and collaboration to save public funds. This is what the Prime Minister reiterates when she invokes the phrase 'saving through efficiency gains'.

Let us all rally behind this clarion call. We all have a responsibility to contribute actively to the fiscal consolidation effort and to uphold Public Service ethos at all times.

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We welcome news items, press releases, letters, feature articles and photos relating to public service matters. Any contributions and enquiries should be addressed to the editor.

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# Editor's Note



**Rhingo Mutambo (CPRP)**

Welcome to Volume 1, Issue 2 of the electronic version of the Premier News-the official newsletter of the Office of the Prime Minister.

In this edition we will bring you interesting stories on how to save through efficiency gains during this difficult period, information on employee wellness, government relations with trade unions and how close Namibia is to the UN 90–90–90 Global HIV targets.

In a number of articles, the Prime Minister provides interesting insight on the need for Africa to embrace demographic dividend by recognizing the benefit of having a youthful nation. She further explains what “citizen-centred service delivery culture” concept really means.

The Premier News is also celebrating the achievement of the Office of the Prime Minister’s staff members, Joseph Onesmus and Mensia Ngunovandu, who through their success stories of humble beginning are reminding us that being complacent does not take one anywhere in his or her career, and that it is never to late to study.

This reminds me of John C. Maxwell who in his book 8 Pillars of Excellence says; “The failure of tomorrow starts by doing nothing about it today.” If that is true, then is it safe to reason that the success of tomorrow is the result of every little effort we put in today. With that let me wish them all the best. This also goes to all who are doing a little something for personal advancement.

Enjoy the reading.

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## PM unpacks: “citizen-centred service delivery culture” concept

Rhingo Mutambo



Prime Minister, Dr. Saara Kuugongelwa-Amadhila speaking at the 2017 Africa Public Service Day (APSD) celebration held at Nkurenkuru, Kavango West, on 05 July 2017.

One may wonder and ask: what is meant by a citizen-centred public service delivery culture?

Right Honourable Dr. Saara Kuugongelwa-Amadhila has an answer. She says citizen-centred public service delivery culture refers to a public service that is geared towards the improvement of the lives of citizens through quality service delivery, building trust in government, increasing their levels of satisfaction, and being responsive to needs of the people.

The Premier further indicated that in a citizen-centred public service culture, citizen satisfaction becomes the measure of success. This creates confidence and trust between citizens themselves, and between citizens and their government institutions.

She further advanced that the Namibian government is well on track in delivering “citizen-centred” service to the public. In this regard, she made reference to the Citizen Satisfaction Survey (CSS) which, *inter-alia*, measures the responses from the citizens and the turnaround times of issues handled in government institutions.

To ensure an entrenched citizen-centred service delivery culture, the Office of the Prime Minister is currently rolling out the CSS. The survey, amongst others, measures the responses from the citizens and service delivery turnaround times.

All OMAs, regional and local Government structures will be rated on how they treat citizens and how the citizens perceive the quality of their services.

“Corrective measures will then be implemented (where it is required). The results of the survey will be analysed and will be made available to the public. This is just one way of developing a Citizen-Centred public service delivery in Namibian public service,” she explained.



Prime Minister, Dr. Saara Kuugongelwa-Amadhila (seated: 3rd from left) flanked by various government dignitaries including Ministers, Deputy Ministers, Secretary to Cabinet, Governors, Councillors and various Heads of government institutions at the 2017 Africa Public Service Day (APSD) celebration at Nkurenkuru, Kavango West, on 06 July 2017.

Another way of ensuring a citizen-centred public service, which is easily accessible, is the ongoing government commitment to promote E-services and the deployment of E-Governance in the Public Service to facilitate transparency and accessibility.

The Prime Minister made these remarks at the 6th African Public Service Day (APSD) in Namibia which was celebrated under the theme: “Entrenching a citizen-centred service delivery culture: Partnering with the youth for Africa’s transformation” at Nkurenkuru in Kavango West from 5 to 7 July 2017.

The event is organized on rotational basis among the 14 political regions in Namibia to pay tribute to the hardworking and dedicated public servants and to bring government closer to the people. This year’s APSD was preceded by the continental Public Service Day celebration by all African Union (AU) Member States in Kigali, Rwanda from 19 – 23 June 2017.

The event was further enriched by deliberations on sub-themes relating to partnering with the youth to build a responsive and sustainable Public Service, nurturing a culture of professionalism and ethical values in Africa’s Public Service, promoting self-reliance and empowerment of African youth for socio-economic development and leveraging ICT skills for quality service delivery.

The Prime Minister said the role of the youth in transforming the Public Service into a Citizen-Centred public service must be recognized in line with the theme which put emphasis on “Partnering with the youth for Africa’s transformation” and being cognizant of the fact that 60% of Africa’s population are young people, who are aged 24 years and younger.

# Young people: “asset for development”, says PM

Rhingo Mutambo

Prime Minister Dr. Saara Kuugongelwa-Amadhila says young people in Africa are important resources for the continent’s development agenda. She stressed that if Africa is to reap demographic dividend, it must invest in the education, training, political and economic empowerment, and employment of the young people.

These observations were made at the 6th African Public Service Day (APSD) in Namibia which was celebrated under the theme: “Entrenching a citizen-centred service delivery culture: Partnering with the youth for Africa’s transformation” at Nkurekuru in Kavango West from 5 to 7 July 2017.

Research shows that Africa is experiencing a rapid demographic transition whereby the population make-up is shifting from one with many dependents and correspondingly few working-age people, to one with many working-age people with fewer dependents. If this phenomenon is optimally utilized, a remarkable economic growth would be realized resulting in a tangible improvement in the living standards of the citizenry.

In concurrence with this understanding, the Prime Minister further implored the Namibian government to prioritize the involvement of young people in the social, economic and political spheres as the key to sustaining the country’s economic development. She cautioned that Namibia will not reach its destination if its youth is not part of its development agenda.

The Prime Minister, further expressed concerns with the high unemployment rate of 43.4% among the youth. “This is an alarming situation which needs urgent attention, from not only Government, but [also from] the private sector and individuals”, she said.

While expressing her disappointment, she delightedly indicated that the Government has good plans in place to create a conducive environment for private sector entrepreneurial start-ups and growth-oriented Small and Medium Enterprises (SMEs).

She further promised that government will continue to put up numerous strategies in place to overcome the challenge of access to funds experienced by the youth.

Such ventures will be buttressed by vigorously building capacity in the business development market, as well as enhance accessibility and affordability of those services to the youth.

The Namibian government is also committed to expand vocational training under the Technical and Vocational Education and Training (TVET) initiative, with the objective of increasing government targets enrolment in TVETs from around 15,000 in 2015 to 50,000 by 2022. This is aimed at preparing the youth effectively for jobs that are in high demand in the labour market.

Government, therefore, prioritizes TVET interventions as part of partnering with the youth towards Namibia’s transformation. “TVET is a critical provider of skills, knowledge and technology needed to drive productivity in a knowledge-based economy. Such interventions will equip young people with the work-ready skills that are useful in addressing the challenges of youth employability and unemployment”, she emphasized.

The Prime Minister warned that TVET should not be reserved for those that do not qualify for university admissions, however, it should rather take a leading role in the country’s post-matric education and urged the young people to take TVET seriously.



**OPM staff encouraged to use IT Service Desk.**

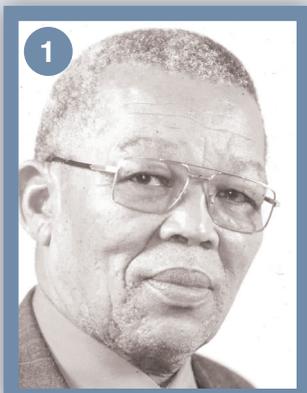
*The Office of the Prime Minister has implemented the Centralized Service Desk IT Support at the Department Public Service IT Management (DPSITM).*

*The Service Desk acts as the central point of contact between IT support staff, service providers and users on day-to-day basis. It is also a focal point for reporting incidents and for service requests. Furthermore, the Service Desk provides interface for other IT service management activities such as change, problem, configuration, asset and continuity management.*

*Hence, OPM staff members are requested to use this platform to report all technical IT related incidents and service requests for the attention of the IT Support team by either sending an email with clear description or service request to: [itsupport.gov@opm.gov.na](mailto:itsupport.gov@opm.gov.na) or calling the Service Desk at 061 205 6231.*

# OPM NEWS FLASH FROM THE ARCHIVES

## KNOW YOUR LEADERS - DEPUTY PRIME MINISTERS SINCE 1990



DEPUTY PRIME MINISTER,  
LATE HON. HENDRICK  
WITBOOI



DEPUTY PRIME MINISTER,  
HON. LIBERTINE AMADHILA



DEPUTY PRIME MINISTER,  
HON. MARCO HAUSIKU



DEPUTY PRIME MINISTER,  
HON. NETUMBO NANDI-  
NDAITWAH

## Onesmus, now a qualified Sole Pilot!!!



ONESMUS JOSEPH

Mr. Onesmus Joseph is an Accountant in the Office of the Prime Minister. He holds a Bachelor of Technology Degree obtained from the Namibian University of Science and Technology. His Father is a former Contract Mine Labourer from Ohadiwa, a sub-village of Onamutai village, Oshana region. His University degree and employment as an accountant, not with standing, Mr. Onesmus Joseph had always wanted to become a Pilot one day.

The passion of a 28 years old to become a Pilot started since he was a young boy and the desire grew more intense when he started serving as a Police Officer, but due to lack of information on how to go about it then, he ended up taking another career path. "I always wanted to be a Helicopter Pilot as it looks like a big live bird and the thing is just beautiful. I

am basically striving to obtain my Commercial Pilot License (CPL) which will enable me to join the local Airline and fly to United Emirates as a Captain of the flight. I can't wait to fly Airbus 330," he explains.

His passion for "this beautiful thing" propelled him to push the envelope until 2007 when he became a candidate for Police Pilot but he could not score much in the Psychometric test. Instead of getting discouraged, this motivated and made him more curious to gain more insight into the aviation industry.

Joseph says obtaining his Private Pilot License (PPL), and most especially to be able to fly a plane alone and come back to a safe landing is still one of his biggest life-time achievement. He says the aviation course was expensive and demanding but sleepless nights of studying and planning finally paid off.

"During the coronation of my PPL I couldn't believe it, by he said relating it to my background, but at the end God is for all creatures. My young sister threw a party for me here in Windhoek, but I still have to celebrate my achievement in style obviously at the village with my parents, families and friends," he said.

He says being taken for air experience for the first time in the hot afternoon, was so terrifying. "I can still remember asking my instructor if we were going to crash, as we experienced heavy turbulences making the light aircraft to feel like falling out from the sky, but I still held on to my dream of being a sole Pilot," he recalls.

# UP CLOSE AND PERSONAL WITH MENSIA NGUNOVANDU



**MENSIA NGUNOVANDU**

**1. If you were someone else, how would you describe Mensia Ngunovandu to a stranger who wants to know her?**

Woman with confidence. She is a diligent person with sober habits. A dependable person that uses her own initiative to get things done. Her other attribute is her willingness to learn from and listen to others. These attributes make her to face any challenges and adjust to new environment.

**2. Tell us about your background**

I am coming from a very poor background where I was brought up by a single mother, a very hard working mother that was striving for my success in life. I am from Windhoek and grew up in Windhoek with my mother at my Grandmother's house.

**3. Where did you go school? How was your first day or year to school?**

I started my Primary School at A.I. Steenkamp Primary School in Katutura, and I moved on to Jan Jonker Afrikaner High School. Like anyone else, I was very excited on my first day at school.

**4. What was your first job? How did you get the job? How old were you then?**

My first job was at NamPost as a mail-handler on contract, I was 19 years when I got my first job.

**5. Tell us more about how your career path evolved, how you progressed in life? Was it always an easy journey?**

My career was never an easy journey there were many obstacles, and as a bread winner I work hard just to make sure there is a bread on the table. To gain experience I assisted at the Swartz Funeral as an undertakers Secretary. I was also an Office Assistant at the Namibia Estate Agents Board, and a Tours Reservations Consultant at Tenna Express Tours Shuttle. It is the experiences that made me advance in life. I am currently working at the Office of the Prime Minister, Public Service Commission as a Support Staff.

**6. What is your biggest achievement?**

My biggest achievement is that I got admitted at the University of Namibia to study Business Administration this year.

**7. You now have a job in Government. Do you enjoy it?**

I am very happy to work for the Government and of course it is a dream come true. I enjoy my job especially the working environment at the Commission.

**8. What is your key message to the young people who are starting where you started?**

They should keep being positive and never give up hope and faith. Always make sure to keep your head up, strive for equality, be productive and make sure you strive to analyze and find solution to problems.

**9. How many kids do you have?**

I have two kids, a son and a daughter. My son is at Khomas High School, he is in Grade 12 this year and I am very proud of him.

**10. What more can you tell us?**

In addition, I am enthusiastic in self-development and my interpersonal skills have allowed me to be productive in life. I think it also helped me win trust and demand respect at my work place.

## PSEMAS covers for diabetes patients

**Abner Xoagub**

Diabetes is a serious, chronic disease that occurs either when the pancreas does not produce enough insulin or when the body cannot effectively use the insulin it produces. Diabetes is an health problem, one of four priority noncommunicable diseases targeted for action by world leaders. Both the number of cases and the prevalence of diabetes have been steadily increasing over the past few decades.

The Public Service Medical Aid Scheme (PSEMAS) fully covers all diabetic treatment, glucose meters and strips for its members and their beneficiaries.

There are a range of tests which will need to be done to monitor your health and your diabetes. Some of these, such as your blood glucose levels, you will be able to do yourself. Others will be done by healthcare professionals.

### SELF TESTING

Self-monitoring of blood glucose can be a beneficial part of diabetes management. As part of the day-to-day routine it can help with necessary lifestyle and treatment choices as well as help to monitor for symptoms of hypo (low)- or hyper(high)glycaemia. Self Monitoring can also help you and your Doctor to alter treatment which in turn can help prevent any long-term complications from developing.

Home blood glucose testing gives an accurate picture of your blood glucose level at the time of the test. It involves pricking the side of your finger with a finger-pricking device and putting a drop of blood on a testing strip.

### BLOOD GLUCOSE TARGETS

It is important that the blood glucose levels being aimed for, are as near normal as possible. The normal readings are: 3.5–5.5mmol/L before meals, and less than 8 mmol/L two hours after meals. The mmol/L stands for millimoles per litre. This is an international standard way of measuring blood glucose levels.

There are many different opinions about the ideal range to aim for. As this is so individual to each person, the target levels must be agreed between the person and their diabetes health team.

The target blood glucose ranges below are indicated as a guide.

**Children with Type 1 diabetes** -on waking and before meals: 4–7mmol/L and after meals: 5–9mmol/L.

**Adults with Type 1 diabetes** -on waking: 5–7mmol/L and before meals at other times of the day: 4–7mmol/L 90 minutes after meals: 5–9mmol/L.

**Type 2 diabetes -before meals:** 4–7mmol/L and two hours after meals: less than 8.5mmol/L.

**Pregnant women with diabetes** -fasting: below 5.3mmol/L and 1 hour after meals: below 7.8mmol/L or 2 hours after meals: below 6.4mmol/L.

Diabetes of all types can lead to complications in many parts of the body and can increase the overall risk of dying prematurely. Possible complications include heart attack, stroke, kidney failure, leg amputation, vision loss and nerve damage. In pregnancy, poorly controlled diabetes increases the risk of fetal death and other complications.

### PREVENTING DIABETES

Type 1 diabetes cannot be prevented with current knowledge. Effective approaches are available to prevent type 2 diabetes and to prevent the complications and premature death that can result from all types of diabetes. These include policies and practices across whole populations and within specific settings (school, home, workplace) that contribute to good health for everyone, regardless of whether they have diabetes, such as exercising regularly, eating healthily, avoiding smoking, and controlling blood pressure and lipids.

### MANAGING DIABETES

The starting point for living well with diabetes is an early diagnosis – the longer a person lives with undiagnosed and untreated diabetes, the worse their health outcomes are likely to be. Easy access to basic diagnostics, such as blood glucose testing, should therefore be available in primary health-care settings. Established systems for referral and back-referral are needed, as patients will need periodic specialist assessment or treatment for complications.

For those who are diagnosed with diabetes, a series of cost-effective interventions can improve their outcomes, regardless of what type of diabetes they may have. These interventions include blood glucose control through a combination of diet, physical activity and, if necessary, medication; control of blood pressure and lipids to reduce cardiovascular risk and other complications; and regular screening for damage to the eyes, kidneys and feet, to facilitate early treatment.

Efforts to improve capacity for diagnosis and treatment of diabetes should occur in the context of integrated non-communicable disease (NCD) management to yield better outcomes.

# PM reminds PSeS to ‘save through efficiency gains’

## Rhingo Mutambo

The Prime Minister (PM), Dr. Saara Kuungongelwa Amadhila urged Permanent Secretaries (PSeS) to work closely together as one unit through consultation and collaboration to save public funds through efficiency gains and enhance effective implementation of Cabinet Decisions, policies and programmes.

The Premier said this in view of the negative economic developments and lower tax revenue collections the country has been experiencing since 2015.

This, in turn, prompted Government to adopt a stringent fiscal consolidation strategy. The Prime Minister made these call to all government administrative heads on 12 June 2017 at NIPAM in an address which further touched base on project management, decentralization, performance agreements, accountability, improving service

delivery and community service feedback mechanism.

She said government need to ensure savings through efficiency gains and then direct such savings to important priorities to ensure that the country secure the realization of important policy targets such as those under the Harambee Prosperity Plan (HPP).

It is the responsibility of all government officials to contribute actively to the fiscal consolidation effort, however, the Prime Minister urged accounting officers “to take the lead” and double their efforts to control expenditures within their respective Offices/Ministries/Agencies (OMAs).

Considering the high personnel expenditure in the Public Service, accounting officers were further implored to achieve a gradual reduction of personnel and related expenses, including subsistence and travel allowance and overtime.



*Permanent Secretaries listening attentively to Prime Minister Dr. Saara Kuugongelwa-Amadhila address on; fiscal consolidation, project management, decentralization, performance agreements, accountability, improving service delivery and community service feedback, on 12 June 2017 at NIPAM. The Prime Minister urged Permanent Secretaries to “work closely together as a unit through consultation and collaboration to enhance effective implementation of Cabinet Decisions, policies and programmes”.*

## 90–90–90 Global HIV targets - the case of Namibia

Rhingo Mutambo

The latest results of the 2016 National HIV Sentinel Survey have re-energized Namibia's commitment to the 90.90.90 global HIV target. The survey indicates that the overall HIV prevalence among pregnant women now stands at 17.2%

This is a positive pointer that HIV/AIDS prevalence in Namibia has been going on a downward trajectory year-on-year since the highest pick of 22.0% in 2002.

It is further encouraging to note that figures show a downward spiral in new HIV infections which dropped from 9,238 in 2012 to 7,330 in 2016, while those among children fell from 1,512 to 248 cases over the same period.

The Voluntary Medical Male Circumcision (VMMC) was also indicated as another remarkable feat, although the planned target for the VMMC campaign has not been achieved. About 22 919 of the planned 79 616 circumcisions has been performed. This translates into an execution rate of 28.8%.

The survey was launched during the 2016 World AIDS Day held at Swakomund under the theme; "Hands for HIV prevention". This was the 13th survey since the first National HIV Sentinel Survey in 1992.

The commemoration of the World AIDS Day in Namibia was preceded by the first ever three-day conference on HIV/AIDS. Over 600 delegates representing government, international organizations, UN advocacy groups, experts and private sector attended the conference.

Speakers after speakers commended Namibia for having done relatively well in the reduction of HIV prevalence in the last 14 years.

The US Ambassador to Namibia; Thomas F. Daughton, said "the country's effort to reach the 90.90.90 target is on good course." He, however, cautioned that Namibia 'will not' reach its target by doing business as usual.

"We are winning against HIV, but we are not seeing progress everywhere," added the UNAIDS Country Representative Dr. Tharrisse Barihuta.

The 90.90.90 target is an "ambitious treatment target" by the United Nations (UN) to help end the AIDS epidemic by 2020.

Its main objective is to ensure that 90% of all people living with HIV will know their HIV status, 90% of all people with diagnosed HIV infection will receive

sustained antiretroviral therapy and that HIV virus would have been suppressed by 90% among people receiving antiretroviral therapy (ART) by the year 2020.

In its effort to meet the second 90 target on sustained ART, the country through the Ministry of Health and Social Services has conducted a number of activities on HIV/AIDS and through this it has managed to maintain 87% ART coverage overtime.

As a result of the huge investments in life-saving antiretroviral therapy, Namibians are evidently living longer and fewer people are dying of AIDS and TB. Namibia has also significantly reduced prevention of mother-to-child HIV transmission (PMTCT).

It is expected that by adhering to the 90.90.90 target, about 28 million new HIV infections and 21 million AIDS-related deaths would be averted by 2020.

Despite good efforts to scale up HIV testing and antiretroviral therapy, challenges remain and Namibia, like many other countries in Africa is struggling to achieve the third target to suppress HIV viral loads.

Another reality is that fewer men are tested than women and adolescent girls are at higher risk of HIV than adolescent boys. Figures show that amongst new infections, girls are more infected at a young age but 63% of men aged over 35 are infected. This calls for more measures to get more men empowered, tested and be put on treatment.

Statistics also indicates that women are more disproportionately infected by HIV as much as double the rate of men in regions such as Zambezi, Ohangwena, Oshana and Omusati.

The highest HIV prevalence was observed among women aged 35-39 years, while in terms of town HIV/AIDS remain the highest in Katima Mulilo (32.9%), followed by Oshikuku (24.5%) and the lowest in Opuwo (5.2%). Officiating at the 2016 World AIDS Day Prime Minister Dr. Saara Kuugongelwa-Amadhila said the Government of Namibia has mounted an aggressive and tireless campaign against HIV and AIDS disease comprising of: surveillance, prevention, treatment, care and support, and impact mitigation.

The Prime Minister stressed that Namibia has further embarked on a relentless drive to reduce the transmission of HIV through education by sensitising and mainstreaming HIV/AIDS into policies, programmes and school curriculum.



## Clean towns attract investments

*Deputy Prime Minister and Minister of International Relations and Cooperation, Hon. Netumbo Nandi-Ndaitwa strongly believes that the best way to attract invest to small towns in Namibia is simply to keep them clean and crime free.*

*This, she says, is a fundamental pre-requisite for direct investments, as it creates confidence in investors, adding that this is important if we are to succeed on ensuring sustainable development and to contribute to the realisation of African Union Agenda 2063.*

*She further urged the Namibian nation to avoid competing among themselves but rather complement and embrace each other. "Just like fingers on our hands that are not the same size, but because they complement each other they do wonders for us. Namibia has enough space and no one should see the other occupying his/her space", she explained.*

*She made this remarks in May 2017 at 6th Opuwo Annual Trade Fair in Kunene Region under the theme, "creating opportunity through business networking".*

## Government relations with bargaining units revisited

The cordial relationship between Government and the Namibian Public Workers Union (NAPWU) dates back to 1998, as captured in the Recognition Agreement.

Government signed a Recognition Agreement (RA) with NAPWU which provides the formal framework within which the parties involved can operate. It sets out bargaining procedures and guidelines for all parties.

Hence, while government is obliged to fulfill its legitimate and legal function of administering and managing its human resources, the union on the contrary, protects not only the interests but the legal rights of its bona fide members.

Such a delicate exercise hinges on mutual respect, professionalism and a common vision of creating a formidable Public Sector that is able to take on the challenges Namibia as a developmental state faces.

The RA further provides for formal negotiations for the improvement of remuneration and benefits for all staff members of the union. This includes all staff members as defined in the Public Service Act, 1995, members of the Services (NAMPOL, Defence, Correctional Services) and employees of the Regional Councils.

As a result, the relationship between government and the staff member party to the bargaining unit becomes a tripartite one in which negotiations on the improvement on conditions of service, remuneration and other benefits affect all staff members and always includes NAPWU as the third party.

Such arrangement has served all parties well for years, culminating in matured and responsible bargaining processes in the interests of all.

Government, by its nature, and trade unions are often pitched against each other. The power of the trade unions comes from its power to mobilise its members into action, at its most extreme, a strike or threat of strike.

This was observed last year in negotiations relating to improvement of remuneration and benefits for teachers. However, even when bargaining parties have the will to improve condition of the members, often the biggest challenge is and continues to be the availability of sufficient financial resources.

By extension, it promotes the purpose of co-existence if government and bargaining units are pitched against each other, but in a non-detrimental manner.

It is thus imperative that bargaining units recognize that Government is faced with diverse, unforeseen and

combined demands requiring vast financial resources and broader national and international economic understanding.

Needless to elaborate that Government also has the responsibility to the citizens of the country to ensure that government services are rendered effectively, efficiently and timeously and that such service are of a high quality and at a cost the country can afford.

Government must, therefore, also meet its own obligations to the electorate and in so doing balance the interests of both employee and employer.

As part of its relations with government, NAPWU has an important role to play to disseminate, explain and educate its members on government obligatory and pressing national development priorities.

Thus, although the formal relationship between Government and NAPWU is captured in a Recognition Agreement, the unwritten rules of engagement are fundamental in both parties cooperative and aligned focus on the improvement of service delivery to the citizens of Namibia.

Bargaining can only be effective if there exists mutual understanding of the forces that capacitate government to implement its development goals and the legitimate expectations of employees as members of recognized bargaining units.

Thus, although the formal relationship between Government and NAPWU is captured in a Recognition Agreement, the unwritten rules of engagement are fundamental in both parties cooperative and aligned focus on the improvement of service delivery to the citizens of Namibia.

## Office engagements at glance!

*Japanese Vice-Minister for Foreign Affairs; Shunsuke TAKEI (R) and his delegation, accompanied by the Japanese Ambassador to Namibia; Hideyuki SAKAMOKO, paid a courtesy call to Prime Minister Dr. Saara Kuugongelwa-Amadhila on 30 June 2017. The Prime Minister and the Vice-Minister deliberated on ways to support each other and strengthen bilateral relations between the two countries in the areas of education, peace, human development and representation at the UN Security Council.*



*Representatives of the Evangelical Lutheran Church in Namibia (ELCIN) led by its General Secretary Rev. Alpo Enkono, paid a courtesy call to Prime Minister Dr. Saara Kuugongelwa-Amadhila (Centre) to seek guidance on significant issues concerning the church, Government and the Namibian nation on 21 June 2017. A number of proposals were discussed and consultations will be held with key state actors to enhance current and future cooperation between Government and the ELCIN Church.*



*Namibian Deputy Prime Minister and Minister of International Relations and Cooperation Hon. Netumbo Nandi-Ndaitwah (centre) flanked by the Governor of Kunene Region, Hon. Angelika Mukarukua (left) and the Mayor of Opuwo; Councilor Albert Tjiuma (right), during the official opening of the 6th Opuwo Annual Trade Fair on 31 May 2017.*





*Muhona-Katiti-Mbendura Traditional Authority paid a courtesy call to Prime Minister on 17 July 2017 to follow up on its application for recognition. The Prime Minister assured the group that she will take up the matter with the Ministry of Urban and Rural Development to ensure that all pending Traditional Authorities applications for recognition (including theirs) are fast-tracked.*



*OPM trains Govt PROs on Liferay Portal, Participants from Communication Departments in various Offices/ Ministries/Agencies (OMAs) who attended a three (3) day training on the development and maintenance of Government websites using liferay techniques. The training was organized by the Department of Public Service Information Technology Management in the Office of the Prime Minister, from 19 to 21 June 2017 in Windhoek. Liferay Portal provides all the standard applications one need to run a website; and it provides an easy-to-use development framework for web development, content management and customization.*



*US Ambassador to Namibia Mr. Thomas F. Daughton (FR: 2nd from left) and 21 Namibian students selected to go to USA for two months through the 2017 US Professional Fellows Programme, paid a courtesy call to Prime Minister Dr. Saara Kuugongelwa-Amadhila (FR: 2nd from right) on 12 June 2017. The programme is designed to broaden participants' professional expertise in various fields including good governance.*

# Daagbreek visits Prime Minister

Daagbreek Special School learners paid a courtesy call to Prime Minister Dr. Saara Kuugongelwa-Amadhila for the first time on 10 August 2017.

Pursuant to a visit at State House in July, the purpose of the school tour was to familiarize themselves with Government structures and leadership, and to mobilize resources for the school's educational activities.

The school Principal Mr. Paul du Plessis and school staff members called on Government for support with the school's expansion plans for more classrooms and

hostel for the benefit of the children.

The Prime Minister expressed her satisfaction about the school's impressive performance and assured the school's leadership that despite Government's tight fiscal position, her Office in liaison with the Ministry of Education, Arts and Culture will continue to support the school's efforts and mobilize resources from willing development partners.

Daagbreek Special School is a state-owned school located in Klein Windhoek which caters for about 120 children with special needs from the ages of seven to 18 in Windhoek.



*Prime Minister Dr. Saara Kuugongelwa-Amadhila flanked by learners from Daagbreek Special School who came to visit her on 10 August 2017.*

# The Office of the Prime Minister (OPM) has developed its **COMMUNICATION PLAN 2016-2018.**

The purpose of the Communication Plan is to, inter-alia, provide communication guidelines to OPM's internal and external stakeholders. Here is an extract of OPM's external Communication Plan published verbatim.

## EXTERNAL COMMUNICATIONS

As is the case with internal stakeholders, external stakeholders also need to be informed regularly about the activities and programmes of the OPM. A combination of tools will be utilized to address communication needs of external stakeholders.

### MEDIA LIAISON

- Media relations will be used as one of the key facets of the OPM external communication strategy. Critical to a media strategy is the need to position the OPM as a knowledge-based institution on matters pertaining to good governance and exemplary management in the Public Service, excellent public management and administration and effective delivery of public goods and services.
- In order to achieve this objective, the OPM must continue to use the media to communicate its work and programmes effectively. This may be in the form of:
  - Media releases,
  - Letters to the editor (where necessary),
  - Interviews and media briefings.
- The OPM will be accessible to members of the media and provide swift responses to media enquiries. Spokespersons (Chief Spokespersons include - Right Hon. PM, Right Hon. Deputy PM, Deputy Minister in OPM, Secretary to the Cabinet, PS and other officials as delegated by the office) must be prepared to engage with members of the media as and when required to do so.
- Emphasis will be placed on providing journalists with quality news angles. This will result in quality media coverage. The OPM will encourage delegated staff to be interviewed by journalists. The aim is to build a strong relationship with the media as this will ensure that the OPM has the reputation of being approachable and willing to provide information to the Media at an appropriate time.

### WRITE-UPS

- Encourage experts in the field to produce write-ups on thematic issues relating to good governance, good administration, effective service delivery, PMS and Performance Agreement on a regular basis.
- Bringing out such issues to the attention of the public through the media could raise discussions and open up avenues for active participation to policy-making and related processes. This could be done in the form of opinion pieces by delegated senior officials in the OPM. The aim is to position the OPM as an expert in the field and encourage other Ministries to follow suit.

- Messages to the public need to be checked and coordinated effectively through the Office of the Permanent Secretary.

### ROUNDTABLE DISCUSSIONS

One way of receiving feedback on organizational products is through roundtable discussions. The OPM needs to organize roundtable discussions to engage stakeholders on its programmes and projects such as NEEEF to provide a broader understanding.

### OPM WEBSITE

- A Website plays an important role in disseminating information to the external stakeholders. Members of the media, as well as corporate and public servants rely on organization's website as an important information portal and regularly browse it to get information. OPM will, through the website, make its products and services available. Items to be uploaded on the web immediately include statements by:

- The Right Honourable Prime Minister's speech
- Honourable Deputy Prime Minister
- Hon. Deputy Minister in OPM

- Policy statements by the Prime Minister
- Pictures of public engagements of the above three political heads
- Pictures of other prominent OPM public events

### BRAND AWARENESS

- The use of promotional material such as displays, t-shirts and caps, as well as other corporate gears strengthens organization's corporate image. The OPM will continue to systematically produce and distribute promotional material that will enhance its image. Corporate wear can be made available to staff members as promotional materials. Encourage the staff to wear their name tags, have business cards and have common business email signatures.

### MEDIA STAKEHOLDERS

#### Electronic media

#### All leading electronic media in the country including:

- NBC Television
- NAMPA
- NBC Radio Services
- One Africa Television

#### PRINT MEDIA STAKEHOLDERS

- All leading print media in the country.