

Workplace Tidbits

Motivation at Work



- Tuesday is the most productive day of the week.
- Adults who regularly get 7.5 to 9 hours of sleep per night are up to 20% more productive.
- Organizations with high employee engagement outperform those with low employee engagement by 202%.
- 70% of employees say that motivation and morale would improve massively with managers saying thank you more.
- 85% of employees said they were likely to stay longer with an employer that showed a high level of social responsibility.
- Monday is the most common sick day. Except in Australia, apparently, where the most common sick day is Tuesday.
- 61% of employees are more productive when the dress code is relaxed.
- Highly engaged business teams result in 21% greater profitability.

(<https://www.corporatechallenge.com.au/25-random-but-fun-facts-about-the-workplace>)

Improved Public Sector Service Delivery



REREC Citizen Service Charters displayed at KAWI house reception

Services provided by the Public Sector are now more efficient thanks to introduction of tools such as Performance Contracts and Service Delivery Charters. How long it takes to get an ID, Passport, Birth certificate, Driving Licence and other services provided by the public sector are now on open display thanks to the introduction of Citizen's service charters in the public sector.

A Service Charter is a written statement prepared by a public institution outlining the nature, quality and quantity of service that members of the public should expect from it. It outlines the organisation's mandate, what services to expect, the standard of service to be provided, expected timelines and responsibilities of both the customer and the service provider with regard to the intended service.

A Charter also sets out details of user charges if any and how users may seek redress if they are dissatisfied with the service or in the event that the institution does not live up to the commitments in the charter.

All Public sector institutions are required to develop and implement service delivery charters in formats that are easily understood by customers as part of their Performance Contracts. It is also a requirement that organisational charters are cascaded to functional departments and sections.

Other requirements of service charters is that they should be brief and capture services most sought by customers,

presented in clear & simple formats, displayed at entry points, easily and rapidly understood and assimilated, and displayed in both English and Kiswahili.

Citizen's Service Delivery Charters are important as they aid in enhancing efficiency and effectiveness of service delivery, aid the organization in communicating to the public its range of services, encourage customers to provide feedback on how services are delivered by an organization, explains to customers how they can deliver the services they want, help drive and sustain a process of continuous improvement in service quality, aid in fostering good relations with customers and makes monitoring and evaluation easier.

Projects' Progress Report



22No. projects were commissioned in the week ending 08/04/2022, in various parts of the country.

The total number of commissioned projects in the current financial year stands at 845No. with 1128No. projects in progress. 191 projects are awaiting either joint inspection, shut down or commissioning.