



Zimbabwe

# PSC NEWSFLASH



**Public Service Commission Conducts Inaugural 2025 First Quarter Performance Review 25 APRIL 2025**



*Acting Chairperson Dr. N. Ndiweni delivers her keynote address during the First Quarter Review Workshop on April 14, 2025, at ZIPAM in Darwendale.*

The Public Service Commission (PSC) successfully concluded its First Quarter Performance Review Workshop at the Zimbabwe Institute of Public Administration and Management (ZIPAM) in Darwendale, from April 14 to April 15, 2025. The performance review workshop, which gathered key personnel from various PSC agencies and departments aimed to assess progress on service delivery and strategic initiatives in the Public Service



*Public Service Commission Commissioners during the reflection session of the Agencies and Departments presentations at the First Quarter Review Workshop on the 14th of April 2025 held at ZIPAM, in Darwendale.*

In a keynote address delivered by Dr. N. Ndiweni on behalf of Dr. V. Hungwe, Chairman of the Service Commissions, the importance of accountability and transparency in public service was emphasised. "Our mission is to ensure that we remain responsive to the needs of the citizens we serve. This workshop is an opportunity for us to reflect on our achievements, examine our challenges, and collectively strategise on how to improve our services as the Commission," said Dr. Hungwe.

The workshop was attended by a diverse group of participants, including, PSC Commissioners, the Secretary to Service Commissions, Heads of Agencies, Chief Directors, General Managers, Managers and various officers from the Public Service Commission, alongside ZIPAM staff members who played a crucial role in hosting the event. Throughout the two-day workshop, several presentations were made by representatives from various PSC Agencies and Departments.



*General Manager Strategic Planning, Mr. M. Chadya Directing Proceedings at the First Quarter Review Workshop on the 14th of April 2025, at ZIPAM.*



*Secretary to Service Commissions, Mrs S. Zembe (right), Heads of Agencies, Mr. W. Mpandawana (middle) and Mr. N. Machinjike (Left) during the presentations by Agencies and Departments at the First Quarter Review Workshop.*



*PSC Secretariat Staff following proceedings during presentations by various Agencies and Departments at the First Quarter Review Workshop at ZIPAM.*

Agencies highlighted their achievements over the first quarter of 2025 and addressed ongoing challenges such as inadequate resources, workforce inefficiency, and the resistance in the integration of technology in service delivery. The presentations featured success stories that showcased innovative solutions and best practices, along with strategies for overcoming obstacles in delivering public services.



*Secretary to Service Commissions, Mrs S. Zembe delivering her Welcome Remarks at the 2025 First Quarter Review Workshop held at ZIPAM, in Darwendale.*

Participants engaged in fruitful discussions, sharing insights and experiences that fostered collaboration among different agencies embracing the “RACCI” principle. Group breakout sessions allowed for in-depth analysis of specific issues, encouraging participants to brainstorm actionable solutions that could be implemented in the coming months of the year.

In her address during the sessions, Mrs. S. Zembe stressed the need for continuous improvement and adaptability in the face of changing public needs. *"The performance review is not merely a report card; it is a blueprint for our future actions. We must be proactive in responding to the demands of our citizens, and we need to harness the collective wisdom present here to enhance our public service delivery," she stated.* With a “video of success” which she presented, Mrs. Zembe reinforced the call for collaborative teamwork, urged the elimination of silo mentalities, and emphasised the importance of the RACCI Approach. *“We must ensure that no one is left behind in the realm of Artificial Intelligence. It is essential that PSC staff are equipped with the necessary skills to effectively utilize AI in the public service,”* she emphasised.





**Chief Investment Officer, Dr. F. Gaba, delivers a presentation on Pay and Benefits Development and Management during the First Quarter Review Workshop at ZIPAM, Darwendale.**



**PSC Secretariat Staff following proceedings during presentations by various Agencies and Departments at the 2025 First Quarter Review Workshop at ZIPAM.**



**General Manager, Internal Human Resources, Ms B. Katanda, presenting IHR Departmental achievements at the First Quarter Review Workshop at ZIPAM.**



**Acting General Manager, Communication and Stakeholder Management, Mrs L. Masiko, presenting their Departmental achievements at the First Quarter Review Workshop.**

In a push to enhance change management initiatives within the public service, Mrs. Zembe emphasised the importance of aligning programs with the Annual Operational and Procurement Plans. *"It is critical to stay organised in our planning and ask crucial questions: Are the necessary resources available, and have they been appropriately budgeted for?"* she stated. She called for accountability in budget utilisation, urging a focus on tangible outcomes to track the effectiveness of initiatives.

Mrs. Zembe also highlighted the need for the Public Service Commission (PSC) to continue leading by example, collaborating with the Finance Department on Program-Based Budgeting, and ensuring agencies prioritise their budgets effectively. Additionally, she stressed the importance of strengthening digitalisation and modernisation, which are key to staying informed regarding emerging technologies. The PSC concluded the workshop with a commitment to implementing actionable recommendations and fostering a culture of collaboration, accountability and excellence within the public service.



*Chairman for the Service Commissions, Dr. V. Hungwe (Left), Deputy Chairperson, Dr. N. Ndiweni (Middle) and Commissioner C.T. Khombe (Right) during presentations by Agencies at the Q1 Performance Review Workshop, ZIPAM*



*Head Strategic Planning and Programme Management, Dr. H. Chikova (Middle-front), Head ICTDM, Mr C. Ncube (Right), and General Managers during presentations by Agencies at the First Quarter Review Workshop.*



*PSC General Managers following proceedings of Day 2 presentations at the First Quarter Review Workshop.*



*Public Service Commission Group photo at the First Quarter Review Workshop at ZIPAM, in Darwendale.*

In a heartfelt closing address at the end of a two-day strategic engagement, Commissioner, Mrs. R. Mukogo offered a poignant vote of thanks, drawing inspiration from the biblical story of the ten lepers. "I stand in the place of that one assigned to return and say, 'Thank you!.' And for that, I am deeply grateful," she said, highlighting the importance of expressing gratitude amidst progress. The event, which brought together Commissioners and key stakeholders, was marked by enlightening discussions and purposeful interactions. Commissioner Mukogo emphasised the significant outcomes achieved over the past 48 hours.



*PSC Commissioner Mrs. R. Mukogo giving Vote of Thanks at the 2025 First Quarter Review Workshop held at ZIPAM, in Darwendale.*



As the session concluded, she expressed her appreciation to everyone involved, affirming the commitment of the Public Service Commission to continue fostering collaboration and positive change within the public sector. The engagement is seen as a crucial step towards enhancing public service delivery.



**General Manager, Uniformed Services, Mr. A. Magomo, presenting their Departmental achievements at the 2025 First Quarter Review Workshop at ZIPAM.**



**PSC Manager, Internal Audit and Risk Management, Mr. Chiwa, presenting on behalf of IARM Departmental at the 2025 First Quarter Review Workshop at ZIPAM.**

“As we leave this gathering, may we carry with us renewed focus, shared purpose, and actionable resolve. Let us return to our respective stations with a clear sense of direction, strengthened by the insights and connections we have made here”, said Commissioner Mukogo.



**Public Service Commission at ZIPAM, Darwendale.**

In summary, the workshop successfully ignited a collective commitment among participants to translate discussions into actionable reforms that enhance the entire public service in Zimbabwe.

As the Commission gears up for the upcoming challenges, this renewed sense of purpose promises to pave the way for a more efficient and citizen-centric government, ultimately benefiting the communities it serves. Stakeholders are now poised to turn their aspirations into reality, driving forward the vision of a transformed public sector that places the needs of the citizens at its core.

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