



Newly qualified productivity analysts celebrate with managers, government officials and instructors.

# Uganda's productivity vision for the future

The government of Uganda has been 'looking for avenues and opportunities to professionalise public officers to facilitate efficient and effective service delivery. The achievement of Uganda Vision 2040 requires the addressing of issues of unprofessionalised, underdeveloped human resources and underdeveloped services sector. Accordingly, in the National Development Plan (NDP II 2015-16-2019-20), under Public Sector Management, the priorities to be addressed are: to improve

recruitment, development and retention of a highly skilled and professional workforce; and Public Service management, operational structures and systems for effective and efficient service delivery.

The institutional review and restructuring of 2016, upgraded the Department of Management Services to a Directorate level within the Ministry of Public Service and it is charged with the responsibility to develop and review operational and



Ugandan government official presents Senior Instructor Ian Winstanley with an appreciation award

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achieved the required level and were awarded their Institute of Management Services Certificate qualification, with life membership and an upgrade to Associate Member, AMS. Immediately following the completion of the course, individual reports were submitted to the Directorate commenting on areas of strength and weakness, along with suggested teams of complementary skills as the newly qualified practitioners begin to apply productivity philosophies and techniques.

Thanking Scott-Grant “for the knowledge, skill and expertise they imparted” and for enabling the Directorate to achieve their objective, Sarah commented: “We are much energised and trying to put into practice some of the new concepts delivered during the four week course. The Certificates will give us an edge in Uganda and in government – there are not many people with such a treasure. We have a task ahead of us to ensure we market the profession as well as practise it in reality. We will seek to raise awareness of how much the productivity of the entire public sector can be turned around. We intend to lift the Directorate of Management Services to greater heights.” She was extremely complimentary about the two Scott-Grant instructors, saying: “Their dedication and commitment has enriched and rewarded us all. Their footmarks have been left behind and we look at them with profound admiration.”

On the last day of their time in Uganda, the instructors were delighted to formally present each attendee with their IMS Time Study Practical, their IMS Certificate and Associate grade certificate. The tables then turned as the Permanent Secretary presented, on behalf of all the delegates and management, an individual appreciation award to both surprised instructors in the form of an engraved plaque.

*management structures, systems, cost control and productivity practices to enhance service delivery in government institutions.’* The 15 management analysts in this Directorate were required to enhance their skills and knowledge through training for the internationally recognised professional productivity qualification, the IMS Certificate.

After consultation with Scott-Grant and the IMS, the Permanent Secretary of the Ministry of Public Service – Uganda, Mrs Catherine Bitarakwate Musingwiire, invited Scott-Grant Training to deliver a four week training course on site in Uganda at the Civil Service College in Jinja. Sarah Lwanga Naluutu, AMS, a Principal Management Analyst co-ordinated the course and all the required logistics and arrangements. Everyone agreed that there would be huge benefits to the large group of 15 delegates if two instructors provided the training, to ensure they all got sufficient individual coaching and attention during the course. In November 2017, senior instructors from Scott-Grant Ian Winstanley and Richard Easton, travelled to Uganda to train and guide the delegates to obtain their professional qualification.

After four intensive weeks of training, all the delegates