

## Introduction of Exit Interview Form

The directorate developed an exit interview form to be used by employees exiting service. The information obtained from these interviews will assist the board to improve on its retention strategies.

Exit interviews are a rich source of information for organisation improvement, rarely would you receive frank feedback from current employees.

Exit interviews are to be conducted by HR personnel, then share the analysed feedback from sever-



*The Committee for Prevention of Corruption training conducted in the middle of 2017 and under the guidance of GIZ and Commission for the Administration of Justice (CAJ) emphasized a lot about the importance of the Exit Form for future improvement of service delivery*

al interviews. The employees need to be assured that no negative consequences will result from honest feedback and that the infor-

mation will be used in helping the organisation improve so as to retain valued employees.

The Directorate of HR was tasked by the board to come

up with exit interview form due to the number of employee turnover witnessed in the recent past.

## Improving skills by internal training

The Mombasa County Public Service Board has been carrying out internal training to help its employees further improve their skills to perform their jobs. Internal training is an essential part of any successful organization as it associated with increased performance, effectiveness, productivity and retention.

The key purpose of the training was to inform and educate the staff on various policies, guidelines and documents that guide the functions of the Public Service Board. The training encompassed:

- Service Charter
- Communications strategy
- Monitoring and evaluation
- Procurement cycle



*The Board's Internal training is a continuous process to keep employees abreast with the changing technology. Human resource is a capital that needs to be updated regularly.*

- Board charter
- Code of conduct & ethics
- Terms and conditions of service
- Financial procedures
- Recruitment & promotions
- Performance management
- Budgeting and requisition
- Values and principles of a public officer
- Network security
- Procurement regulations
- Conflict of interest register
- Operating bank accounts outside Kenya

• Gifts register

Internal training is expected to be an ongoing process. It is an efficient way of updating the skills of the workforce.