

Finalization and implementation of Board's Charter

The Board's Service Charter was drawn in the last FY. Later, there was a call to harmonize all the Service Charters of the different County Departments. Under the patronage of a PPP agreement with the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) /German Corporation for International Cooperation, the Board's PR & Communication Office drafted a revised edition of the Service

Charter. The Service Charter has now been approved by the Members of the Board. It is displayed at the entrance of the Board's offices as well as in the Board's website. It is our commitment to services for our stakeholders. The Service aims at professionalizing service delivery as well as enhance staff performance. It is a pillar of good governance.

**QUALITY SERVICE
DELIVERY**

County Human Resource Survey

The PR and Communications Office conducted a Monitoring and Evaluation Exercise aimed at enabling the Board to fulfill its mandate of facilitating development of coherent, integrated human resource planning. This exercise involved all the departments which possess approved departmental organograms. The departments which participated are:

Department of Health

Department of Water, Environment and Natural Resources

Department of Tourism and Culture Development

Department of Education & Children

Department of Finance & Economic Planning

Department of Trade, Energy and Industrial Development

Department of Land, Housing and Planning

The survey was carried out through a questionnaire which emphasized on four main themes, namely:

Staff recruitment

Staff training

Staff productivity

HR Challenges

This exercise will be carried out on a regular basis so that the Board is informed about the status of staff and their productivity in the County.



Nurses strike

.....From page 1

Some of the agreements reached included that disciplinary cases initiated against the nurses due to the strike shall be withdrawn and that all cases related to the strike shall be withdrawn apart from Petition Number 1998 Of 2017 on the nurses grading structures. The year wit-

nessed another national strike by over 5,000 doctors in public hospitals. The National Government, Council of Governors and the Kenya Medical Practitioners, Pharmacists and dentist Union entered an agreement to end the 100 day doctors' strike that started in the middle of December 2016 and ended in mid-March 2017.

Training and Development



The directorate of Human Resource Management and Development conducted a Training Needs Analysis (TNA) for the MCPSB Secretariat and Board members. This is in line with the training policy for the Board that all trainings must be based on a training need analysis. This was discussed at the secretariat training committee and prioritization of the training that will improve employees and Board performance was agreed upon. This informed the Board's training projection. Tools to

facilitate training and development were also developed and old ones enhanced. An electronic version of the post-training data form was developed in the last financial year and is currently in use at the Secretariat. The Directorate of Human Resource Management and Development intends to introduce both versions of the post training data collection form at the county departments to facilitate monitoring and evaluation of staff training.