

# IPS beyond 2021

2021 has been a pivotal year for the Institute for the Public Services (IPS) in which all aspects of the Institute have been reviewed and contextualised in response to the constantly evolving realities of a modern people-centric and quality-driven Public Service operating - amongst other - in the challenging circumstances of a pandemic.

In the early months of 2021, the management of IPS embarked on a focused and ambitious reform programme. This resulted in the launch of several initiatives aimed at offering a wider range of learning, development and research solutions for the Public Service whilst improving IPS's internal structures, policies, procedures, and systems. The scope has been the improvement of the services offered to its key stakeholders: Course participants, trainers, ministries and entities, and the various students falling under the apprentice scheme, sponsorship programmes and the IPS Students Scheme.

The dynamic growth and the future envisaged for IPS shall present it with several ambitious goals as it takes its position as one of the main stakeholders in the new five-year strategy for the Public Service - Service of Excellence launched in November 2021. The five-year strategy focuses on three elements, Technology, People and The Service whilst Quality, Accountability and Sustainability are its three key principles.



## IPS Foreword

The IPS, in parallel with the improved and expanded Employee Support Programme (ESP), will lead and support all the initiatives that are focused and related to the people as internal customers in respect of their development, skilling or re-skilling. This will ensure that the formation of the people will equip them with abilities to act as service providers of services of excellence.

Furthermore, through its Research Unit, the IPS in conjunction with the People & Standards Division is tasked to analyse and address the future employment required of the Public Service through the recruitment of full-time students in identified areas. The IPS retained the existing traineeship scheme and increased the apprenticeships in the Public Service. Consequently, the first pilot project that saw the recruitment of the first full-time IPS students was launched in October 2021. This will be broadened to engage students in other areas and levels.

The development of leadership which can inspire and motivate is crucial for the aspired Public Service successes in the coming years. The IPS will have a central function in conjunction with the ESP in the holistic formation of the Public Service leaders of today and tomorrow. Such formation will not only ensure that improved leadership skills including decision making and problem-solving abilities are enhanced and constantly reviewed, by IPS and ESP, but based on integrity testing and formation sessions will be tasked with the improvement of any gaps assessed in leaders and other employees in this respect.

As the various initiatives included in the new Strategy start to develop, the IPS becomes instrumental in the attainment of their successful implementation through research and ongoing development of public officers. The development of the necessary Sustainable Structures upon which the innovative desired Technologies and the Services will depend, cannot only be designed around the nuances of dynamic digital processes and AI, but they will rest on the required skills and development of public officers.

The IPS will act as the liaison and coordinator for any training and academic studies required with its Strategic Partners, the University of Malta and the Malta College of Arts, Science and Technology in these specialised and highly sophisticated areas.

All this requires a firm commitment and a collaborative, proactive attitude on the part of all stakeholders and the achievements in 2021 indeed serve as a sound foundation for work ahead.

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