



BACKGROUND OF CIVIL SERVICE COLLEGE UGANDA

The Uganda Public Service continues to undertake the needed reforms to make a meaningful contribution towards the transformation of the country. These reforms show a paradigm shift that encompasses not only the structures and systems but also the values, attitudes and mindset of public service employees. The catalyst to the transformation of the public service is a workforce that is knowledgeable and highly productive at all levels.

In spite of the achievements made under the various reform programmes, the Uganda Public Service is still perceived as slow and unresponsive to the needs of service users, particularly the citizens and the investors. The Service falls short of the desired level of effectiveness and efficiency in execution of programmes due to various constraints as revealed by many studies¹. The First National Development Plan (NDP), 2010/11-2014/15 pointed out some of the public sector management constraints as non-compliance with service delivery standards; poor work culture leading to low productivity; weak planning, budgeting, policy coordination and implementation; and low responsiveness to market and needs of the citizens. Consequently, Public Services have remained unsatisfactory as they are slow, with incidences of poor customer care, outright mistreatment of clients and corruption.

In view of the current state and the important role of public service, NDP I identified establishment of the Civil Service College as one of the key interventions to develop and maintain skilled, able and committed human resource. The College is envisaged to rebuild the public service value system, common ethos, ethics and accountability. It will ensure that Public Officers possess knowledge, skills and attitudes necessary to perform their jobs effectively, take on new responsibilities, and adapt to changing conditions. This will enable Government to deliver smarter, faster and cost effective services that respond to the transformation needs of the country.

In this regard, the Government of Uganda established Civil Service College Uganda (CSCU) on 1st July 2010 under the Ministry of Public Service as a centre of excellence in public service development. The mandate of the College is to build the capacities of Public Service Institutions and human resources for improved performance in public service delivery. The College will continuously upgrade and refresh the skills, knowledge and attitudes of public servants, including enhancing their leadership capacity. This will enable the officers to support Government in development policy, provision of infrastructure and delivery of services while responding effectively to current and emerging local and global challenges.

¹ Policy Paper on Transformation of the Uganda Public Service