



OFFICE OF THE SERVICES COMMISSIONS
HR QUARTERLY NEWSLETTER
SEPTEMBER 2022



**DIVERSITY, EQUITY &
INCLUSION**

**For Human Resource Practitioners & Staff
in the Government Service**



DRIVING DIVERSITY

Diversity encompasses the qualities and characteristics that distinguish individuals from one another.

The number of factors that define diversity is truly unlimited. Diversity in the workplace means employing people of different ages, genders, cultural backgrounds, socio-economic backgrounds and educational levels. Throughout an individual's life, the unique biological composition, experiences and education is what engenders diversity and what allows individuals to connect and learn from each other. You may ask, 'Why should we diversify?'

Here are **three (3)** reasons for diversity in the workplace:

1. **Diversity Boosts Creativity:** Diverse employees bring different skills, talents and lived experiences to their work which aids in boosting creativity and innovation. There is no secret that organisations are always looking to make a mark. Great ideas usually come from thinking outside-the-box. When people come from different backgrounds, with a variety of life experiences, and unique perspectives, multiple viewpoints are brought to the table and the standard approach to problem solving is eliminated and great ideas come to life.
2. **Diversity Benefits Recruitment of New Employees:** Workplace diversity boosts an organisation's reputation, and a good reputation assists the organisation in recruiting top talent. Organisations that embrace ideas and practices from different perspectives create an inclusive culture where employees become ambassadors for the organisation. When employees become ambassadors for the organisation, they assist in attracting other talented, ambitious, and diverse professionals. Several Millennial and Gen Z workers think that corporate social responsibility, including diversity, is a must for businesses and many will not apply for a position at an organisation that does not embrace diversity.
3. **Increases Workplace Satisfaction:** Diverse teams add richness to the workplace experience; employees like collaborating with people from a range of backgrounds and experiences. Diverse teams can be professionally enriching as teammates are exposed to new skills and approaches to work. Diverse teams also work better together, which fosters workplace satisfaction and the feeling of team unity. Additionally, employees have the opportunity to develop professional and personal networks. Research has shown that teams outperform individuals when making decisions and decision making significantly improves as diversity increases.

Sources:

<https://www.giveagradago.com/news/what-is-diversity-in-the-workplace/424>
<https://www.talentlyft.com/en/blog/article/244/top-10-benefits-of-diversity-in-the-workplace>

ENCOURAGING EQUITY



Equity in an organisation really means everyone receives respectful and dignified treatment. When equity exists in an organisation, employees have equal access to opportunities, and everyone knows what to expect in terms of consequences and rewards. Making organisations equitable requires time, resources, and strategy. It is a long process that is constantly evolving; however, when equity exists, employees are happier, more productive, and loyal. Here are **two (2) benefits** organisations can receive if they are committed to promoting equity:

1. CULTURE OF ACHIEVEMENT

When employees believe that rewards are commensurate with effort, employees strive to do well and to shine. This behaviour is explained by equity theory, and this theory links fairness to effort. Equity helps to set the stage for a dynamic culture of achievement. When employees receive recognition, rewards and promotions at a job that equitably rewards merit, the organisation ends up with the right people in the right places

2. EMPLOYEE RETENTION

A welcoming and equitable work environment that fosters the retention of top talent. Employees who are treated in an equitable manner are more likely to stay with the organisation and contribute to the achievement of the mission and vision. Since loyal employees stay longer with their organisations, organisations are relieved of brain drain and the expense of re-training, and re-hiring.

HR may promote equity in the workplace by implementing these three (3) strategies:

1. Hire with equity in mind

Discrimination, biases and prejudice tend to be indirect and unconscious. HR should ensure that they cast a wider net when it comes to attracting a diverse pool of talent to the organisation. Recruiting talent from a wide range of backgrounds, different viewpoints, and experiences can be beneficial to the organisation.

2. Provide opportunities for career growth

HR can play a role in actively combatting bias and ensuring fair career trajectories for all employees. HR should ensure that all employees are provided with equal career advancement opportunities that promote both professional and personal development.

3. Empower Employees

Even if HR has all the best incentives/benefits in place, it is up to employees to take advantage of them. For HR, this means making sure employees know about all the incentives/benefits afforded to them by the organisation, how to access them and seeing to it that they feel comfortable and safe doing so.

Sources:

<https://bizfluent.com/12078815/what-are-the-benefits-of-workplace-diversity>
<https://www.skillcast.com/blog/promote-workplace-equality-diversity>



The act of involving someone or something as a part of a group maybe defined as inclusion. No two individuals are the same; each individual carries their unique identities, perspectives and talents which impacts group dynamics. In the workplace, inclusion provides an opportunity for all employees to feel a sense of belonging; hence, understanding how they contribute to the overall group goal.

In recent times organisations have seen the need to embrace an inclusive culture which caters to the diversity in human capital. Organisations that are diverse and inclusive outperform their peers because employees feel valued and respected. Inclusion allows employees to:

- Use their own individuality
- Participate in the decision-making process, and
- Feel a sense of belonging

The strength of inclusivity in the workplace stands on the foundation of the following seven (7) pillars, without which, the entire structure of the entity may collapse:

Seven (7) Pillars of Inclusion

1. *Opportunities* – explores the options that are available for persons from disadvantaged backgrounds
2. *Policy*- considers how an organisation commits to and takes responsibility for inclusion
3. *Communication* – examines the way we let people know about the options to get involved and about the culture
4. *Access* – explores the importance of a welcoming environment and the habits that create it
5. *Attitude*- looks at how willing people are to embrace inclusion and diversity and to take meaningful action
6. *Choice* – is about finding out what options people want and how they want to get involved
7. *Partnership*- looks at how individual and organisational relationships are formed and their effectiveness

There is no handbook for this, however, inclusion that is leadership driven creates a healthy culture that stimulates workforce synergy. Inclusive leaders are persons who interact with the diversity around them; build interpersonal trust while taking the view of others into account and are adaptive. Organisational culture is shaped mainly by behaviour, and a comprehensive approach would be needed to shift the norms of the organisation. **To foster inclusion HR should:**

1. *Communicate the importance of an inclusive workplace*
2. *Encourage the habit of one-on-one meetings between supervisors and direct reports*
3. *Empower employees by including their input in organisational decisions*

Inclusion allows for the embedding of transparent structures that will create a sense of trust and ownership among employees who are recognized and have access to information and opportunities in everything that is done in the organisation.

Sources:
<https://www.achievers.com/blog/the-importance-of-inclusion-in-the-workplace/>
<https://www.inclusiveemployers.co.uk/about/what-is-workplace-inclusion>

DIVERSITY EQUITY INCLUSION

DIVERSITY:

**Representation of various identities
and differences.**

EQUITY:

**Fair and equitable treatment,
access and opportunities.**

INCLUSION:

**Effort to create environments
that respect and value all people.**

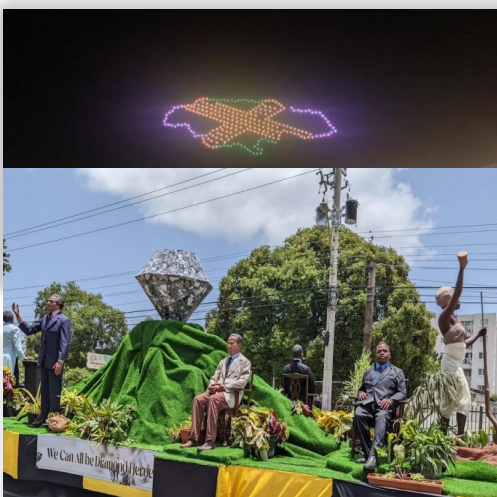
SUMMER 2022: JAMAICA 60 DIAMOND JUBILEE CELEBRATIONS!

Jamaica celebrated its 60th Diamond Jubilee in world class style, representing the true spirit of our rich cultural heritage. This year's celebrations surrounded the theme: ***"Re-igniting a Nation for Greatness"***. The nation has seen growth in many facets since the Union Jack was replaced by the Jamaican Flag in 1962, signalling a new dawn not just in our history but our identity.

The Ministry of Culture, Gender, Entertainment and Sport had the task of stirring the yearlong celebrations marked by a series of events locally and internationally. Toronto, Canada launched its Jamaica 60 Campaign in March 2022, which included a Church Service and announcement that Niagara Falls on Independence Day, will light up with the Jamaican colours. The United Kingdom's celebrations were staged during the World Athletics Championships in Birmingham, England and showcased Jamaica's rich athletic history and talent. South Florida saw the launch of Jamaica 60 at the Miramar Cultural Centre which was marked by a display of Jamaican foods and musical performances.

The local celebrations commenced on July 27th and ran through to August 7th. The Jamaica 60 Independence Village was opened at the National Indoor Sports Centre and hosted the best of Jamaica's culture, to include the Jamaica Festival Song, Gospel Star and the World Dance Competitions. The prominent Festival Queen competition was also held with Miss Kingston and St Andrew being crowned.

The Jamaica 60th Church Service was held at Boulevard Baptist Church while the Emancipation Jubilee was commemorated at the Seville Heritage Park in St Ann under the theme: ***"Re-igniting our African Spirit"***. This was held in recognition of our slaved ancestors who fought and died for all we are now celebrating.



Emancipation Day saw a myriad of excitement with the return of the Independence Float and Street Parade. Thousands of citizens flocked the streets as 83 floats paraded the streets of Kingston. The parade saw a display of our culture with Jonkonnu bands, costumed dancers and music trucks.

Independence Watch Night was held on August 5 and the National Stadium was the place to be for the momentous Grand Gala on Independence Day, August 6. The event saw a full stadium soaking up the beautiful display of Jamaica's creativity and talent showcasing the ingenuity of the Jamaica Defence Force (JDF) among other talents. The over 10 minute breath-taking display of 300 glittering drones highlighted the Jamaica 60 theme and logo along with our symbols and icons. The Western Grand Gala was held on August 7th at the Catherine Hall Stadium in Montego Bay St. James, rounding out the Emancipation week of activities.

To top it all off the Post and Telecommunications Department produced a Jamaica 60 Commemorative Stamp commissioned to mark the important milestone in Jamaica's history.

At 60, Jamaica is a Nation characterized by its Strength, Beauty, and the Creativity of its People. Jamaica to the World!!!



Sources:
<https://www.mcges.gov.jm>
<https://www.jis.gov.jm>

INNA DI NEWS!!

MARCUS GARVEY PUBLIC SECTOR GRADUATE SCHOLARSHIPS AWARDS



August 17, 2022, marked the 135th birthday of National Hero Marcus Mosiah Garvey and the second instalment of the Marcus Garvey Public Sector Graduate Scholarship Awards Ceremony which was held at King's House.

The Scholarship Programme is a core element of the Government of Jamaica's human capital development strategy. Established in 2020 by the Jamaican Government, the scholarship is offered annually to thirty (30)

Jamaican nationals and citizens employed in the Public Sector to obtain postgraduate degrees from competitive, appropriately accredited universities in Jamaica, North America, and Europe. Recipients benefit from full tuition coverage to pursue studies in programmes that are aligned to Jamaica's national priorities and strategic objectives. This year, there were seventeen (17) applicants, fourteen (14) of which were successful candidates.

Congratulations to all the awardees!!!!

THE LAUNCH OF GOJ'S SERVICE EXCELLENCE POLICY

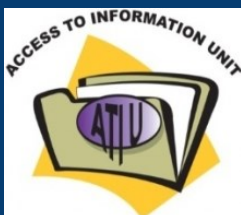
The Government of Jamaica through the Public Sector Modernisation Division, launched its Service Excellence Policy on July 13, 2022. The Service Excellence Policy outlines key principles and minimum standards for all Government Entities, as well as the mechanism by which service excellence will be institutionalised in all Ministries, Departments and Executive Agencies (MDEAs). The Policy aims to build greater efficiency in the thrust to create modernisation of the Public Sector, and is built on two (2) Pillars: People Engagement and Service Excellence.

The goal of the Service Excellence Policy is to create a culture of service excellence across the Public Sector, that will drive the delivery of services that will meet and exceed citizens' expectations. The Policy is expected to be implemented and monitored by all MDEAs. The policy envisions a Public Sector in which the needs of customers are satisfied through the delivery of integrated, responsive, and accessible services by capable, respect-worthy, and accountable professionals.



Sources: www.jis.gov.jm; www.mofps.gov.jm

ACCESS TO INFORMATION UNIT (ATI) PRESENTS RIGHT TO KNOW WEEK 2022:



The Access to Information (ATI) Unit, Information Division, Office of the Prime Minister, invites you to **SAVE THE DATE** for the Access to Information Act (2002), 20th Anniversary and 20th Right to Know Week Celebrations, September 26-30, 2022.

This year's theme is **'REIGNITING ACCESS TO INFORMATION FOR A GREAT NATION.'**

The week's campaign is being used to raise awareness of individual's right to access government documents, while promoting freedom of information as an essential ingredient for democracy.

September 28, 2022 is celebrated as International Day for Universal Access to Information (IDUAI). This year's theme is **"ARTIFICIAL INTELLIGENCE, E-GOVERNANCE AND ACCESS TO INFORMATION."**

For more information on the activities and the Access to Information Act, interested persons can contact the ATI Unit at 876-371-0397 or 876-371-0268. Members of the public may also send an email to ati@cwjamaica.com or visit the website at www.ati.gov.jm.



“ Diversity is a fact.
Equity is a choice.
Inclusion is an action.
Arthur Chan ”

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Save the Date!

1. Access to Information—Right to Know Week:
September 26-30, 2022. International Day for Universal
Access to Information **September 28, 2022**
2. National Heritage Week
October 16 to 22, 2022
3. Civil Servant of the Year Awards 2022
Nominations open until **October 29, 2022**
For more information visit the following websites:
www.fhccu.com or www.mof.gov.jm
4. Civil Service Week
November 20 to 26, 2022

See you in December!!