



SPREAD THE **CHEER**



OFFICE OF THE SERVICES COMMISSIONS

HR QUARTERLY NEWSLETTER

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SPREAD THE CHEER THIS CHRISTMAS

Six (6) ways to lift our Spirits this Christmas

Christmas has been dubbed “*the most wonderful time of the year.*” It is a time when people give and receive gifts and spend time together celebrating. During this time, the best way to find happiness is to intentionally spread holiday cheer to those around you. Here are six (6) simple ideas to **SPREAD THE CHEER this Christmas**:

1. Give the Gift of Giving

It is so much better to give than to receive. Get involved in a charity project, collect toys for senior citizens in Nursing Homes, or host a simple event where employees are asked to make a contribution and take the proceeds to benefit a local organisation for the less fortunate, like a Children's Home. This will put a big smile on someone's face and let them know that they are loved.

2. Personalise Gifts

When gifts are personalised, it is unique to the individual and adds an element of genuineness that cannot be matched by just a one-size-fits-all gift. Although any gift will, for the most part be appreciated, one that is well thought through and custom-tailored for an individual indicates that they are valued and appreciated.

3. Be Compassionate

Everyday people are bombarded with the cares of life and often have something on their mind, some concern, worry, fear, or personal issue they are dealing with. Interact with each other with empathy and care. It goes a long way to put others at ease and lets them know that someone cares about them. Promoting emotional happiness is a great way to spread cheer this holiday season and all throughout the year.

4. Make a Human Connection

One of the big advantages of the Christmas season is that it promotes the need to make connections. Make a concerted effort to spend time with people, taking a genuine interest in how they are doing, sharing your gratitude and expressing appreciation for the role they currently play or have played in your life.

5. Spread “Good Gossip”

Individuals may have a visceral reaction to the idea of gossiping, but good gossip is different from bad gossip. Good gossip means spreading positive thoughts around; it means sharing with others the qualities and characteristics that you appreciate in them. When spreading good gossip, be sincere and honest. The goal is that the person spreading the good gossip feels good about themselves and the recipient feels even better.

6. Sing Aloud

Christmas songs are really catchy and many times we look forward to hearing and singing them once a year. Go ahead this Christmas and sing aloud your favourite Christmas songs. Singing aloud and singing along will brighten your mood and the mood of the person(s) next to you as well. Even if singing is not your strong talent, go ahead and hum along. Cheerfulness is contagious!!

We can't change the entire world with these six (6) simple ideas, however, we can make a concerted effort to add life and **CHEER** to the people around us and, as a result, make this Christmas season a little more **CHEERFUL** and bright.



Source;
<https://ideas.hallmark.com/articles/christmas-ideas/12-ways-to-spread-holiday-cheer-ok-really-more-like-50/>

CHRISTMAS MDEA STYLE

Christmas is a time of sharing, helping and having fun. This year, HR Quarterly reached out to the Human Resource Management and Development Divisions in one (1) Ministry, one (1) Department and two (2) Executive Agencies. We gained some insight into the plans that have been put in place for or with staff to **SPREAD THE CHEER THIS CHRISTMAS**. Here is what they shared with us:

The Ministry of Agriculture, Fisheries and Mining will be:

- 🌰 Exchanging 'pixie' gifts;
- 🌰 Presenting gift packages to the National Children's Home;
- 🌰 Conducting a One-day Staff Development Session.

Accountant General's Department will be:

- 🌿 Hosting an informal Office Decoration Competition;
- 🌿 Hosting their Annual Customer Appreciation with a Christmas Flavour;
- 🌿 Hosting a grand celebration at their Staff Christmas Party.



Registrar General's Department will be:

- 🌲 Hosting their Staff Dinner and Awards Ceremony themed "The Kentucky Derby" The Jamaican Style. This is in keeping with their Employee Recognition Programme.

Jamaica Information Service will be:

- 🕒 Hosting an Office Decoration Competition, rivalling for the best design;
- 🕒 Hosting a Christmas treat for the wards at Mount Olive Boys Home with gifts donated by the Staff;
- 🕒 Hosting Annual End-of-Year event to celebrate the team members with food, fellowship and a spirit of fun.

We encourage HR to make this Christmas season **CHEERFUL** for all members of staff. As we all look forward to a New Year, we should make a pledge to continue to uphold this year's Civil Service theme, "Raising the Bar and Strengthening the Bond."



CHRISTMAS AROUND THE WORLD

This most anticipated holiday season celebrated worldwide is upon us. For centuries, people all over the globe have embraced various ways to mark the Yuletide season. Christmas is a religious holiday that dates to the early 20th century; it is a family holiday and is observed by religious and nonreligious people alike. Every continent, country, society and culture celebrates Christmas in their own unique way. Christmas for many includes lights, Christmas trees, gifts, nativity scenes, food and family. It would be a great Christmas gift to experience the different Christmas cultures and traditions, but since that's not possible for many of us, here is a small opportunity to get a glimpse of Christmas celebrations around the world.

Vietnam like other Southeast Asian countries observe Christmas celebrations inspired by Western cultures. Hotels and shopping malls in Vietnam are often decked out with festive décor. The French Colony's Christmas Celebration is deeply influenced from its colonial past. Catholic churches annually create the nativity Crib scenes which are often life-sized statues of Mary, Joseph and baby Jesus. Unlike the popular western culture's Santa Claus, the Vietnamese's Ong gia Noel uses a motorbike as his vehicle of choice and is hired by parents to hand-deliver gifts to their children.

In the days leading up to Christmas, **Peruvians** celebrate Chocolatada Navidena. Locals use this unique tradition to distribute hot chocolate, bread and gifts to schools, churches and the community at large. Companies and the Municipal Government spread Christmas cheer by using the opportunity to empower disadvantaged groups and help them to feel the holiday spirit. Peruvians do not use a Christmas tree like in the Western world, they instead decorate using retables – a form of folk art which depict religious events using paintings and wood carvings. Reindeer decorations are replaced by llamas and alpacas – popular animals found in Peru. Noche Buena or Christmas Eve is a major day of celebrations. Peruvians also attend a church service known as Misa de Gallo (Rooster's Mass) at 10pm, after which locals return home to exchange gifts and enjoy their turkey dinner accompanied by Peruvian delicacies, Picarones and Empanadas de globo.

In **China**, a small part of the population observes the Christmas celebrations which are held in large cities like Shanghai. The streets are decorated and Shen Dan Loo Ren, China's version of Santa Claus and can be found in major department stores. Christmas markets are becoming more popular in China, but the holiday is observed like that of Saint Patrick's Day or Valentine's Day. Instead of staying with families, people celebrate with friends, singing Karaoke, seeing a movie or ice skating, and couples exchange romantic gifts on Christmas. Popular Christmas traditions include bright coloured wrapping with a cartoon character of Santa Claus or a traditional Christmas saying. A popular gift tradition is the elegant cellophane-wrapped apples. This is embraced as the Mandarin word for apple – 'Pingguo' sounds familiar to the word for Christmas Eve 'Pinganye.'

Wherever you choose to celebrate Christmas this year be mindful of the one ingredient that is common worldwide – people. Choose this Christmas to share the **CHRISTMAS CHEER** with those around you.

Source:
<https://www.aquaexpeditions.com/blog/fun/ring-in-the-holidays-with-peruvian-and-vietnamese-traditions/>
<https://www.globalexperiences.com/blog/christmas-around-world>

CIVIL SERVANTS OF THE YEAR 2023



Civil Servants of the Year for 2023 show off their plaques at the Awards Ceremony held at the Terra Nova All-Suite Hotel in Kingston on November 17. The awardees from (from left) are Secretary, Ministry of Legal and Constitutional Affairs, Ms. Christene Rowe (Technical Support); Corporate Planner, Administrator General's Department, Ms. Opal Bryan (Management); and Senior Case Officer, Administrator General's Department, Mrs. Ruth McGrowder (Middle Management). Sharing the moment are President, Jamaica Civil Service Association, Mrs. Techa Clarke-Griffiths (centre); and Chief Executive Officer, First Heritage Co-operative Credit Union, Ms. Roxann Linton.



Civil Servants of the Year for 2023 attending the Civil Service Week (CSW) Church Service at Fellowship Tabernacle, 2 Fairfield Avenue, Kingston 20, on Sunday, November 19, 2023. The church service was the first official event in the Civil Service Week Celebrations/Activities. Rev. Dr. Merrick 'Al' Miller's message spoke to "Influence Being the Power of Change." He charged Civil Servants to Raise the Bar and Strengthen the Bond, building on the pillar of making every citizen a First Class Citizen. It was an inspiring and uplifting time in the presence of the Lord.

The Civil Servant of the Year Awards which was held at the Terra Nova All Suites Hotel on Friday, November 17, 2023, celebrated its 19th year of existence with winners from three (3) categories of nominees: **Technical Support, Mid-Managerial and Managerial**. The three (3) outstanding Civil Servants selected were:

- **Christene Rowe**, Secretary at the Ministry of Legal and Constitutional Affairs - **Technical Support**
- **Ruth McGrowder**, Senior Case Officer at the Administrator General's Department (AGD) - **Mid-Managerial**
- **Opal Bryan**, Corporate Planner at the Administrator General's Department - **Managerial**

Each awardee was gifted with a ceremonial plaque, a citation highlighting their achievements, and a cash prize of \$200,000, along with a \$150,000 allocation for a joint community project, courtesy of First Heritage Co-operative Credit Union Ltd.

Additionally, **Opal Bryan** was named the winner of the **People's Choice Award** copping 6,000 votes across the Public Service.

Civil Service Week is observed in the third week of November each year and celebrates its 31st year in 2023 with the theme, **"Raising the Bar: Strengthening the Bond"**. The celebration is geared towards highlighting the worth and work of outstanding Civil Servants who have given excellent service to Central Government and to the country on a whole.

Congratulations to our Civil Servants of the Year 2023!

"We make a living by what we get, but we make a life by what we give."

Winston Churchill

Sources:
<https://jis.gov.jm>
<https://www.jamaicaobserver.com/news/top-civil-servants-of-the-year-awarded/>



Service Excellence Month

October 2023

*Team Service: Engaging, Empowering & Serving
our Public with Excellence*

The Government has implemented the Service Excellence Awards to acknowledge public-sector entities demonstrating outstanding performance in delivering quality services to citizens. The Public Sector Modernization Division (PSMD) within the Office of the Cabinet (OoC) is leading the Government's drive for continuous service improvement across the Public Sector, and launched its first-ever Service Excellence Awards.

The Awards was just one in a series of activities that were scheduled for October 2023, which was also observed as Service Excellence Month under the theme, 'Team Service: Engaging, Empowering and Serving our Public with Excellence'. National Customer Service Week was observed from October 1 to 7, and the celebrations commenced with a time of praise at the Webster Memorial United Church on Sunday, October 1, 2023. The Cabinet Office partnered with the Jamaica Customer Service Association (JaCSA), to host its virtual Service Excellence Conference on October 4, 2023, under the theme 'The Power of Service Excellence is Building Trust in a Digital World'. The OoC also hosted Weekly Wednesday Hybrid Virtual Webinars and Ministries, Departments and Agencies (MDAs) observed Weekly Quiz Fridays, where participants were asked questions about the Service Excellence Programme and prizes were awarded to quiz winners.

The competition was open to all MDAs, under the following categories;

1. Customer Engagement
2. Digital Innovation and Modernisation
3. Customer Experience
4. Operational Excellence
5. Website of the Year
6. Public Education and Communication
7. Diversity, Equity and Inclusion

A highlight of the Service Excellence Month was the Front Office Décor Competition. The competition was to showcase the MDA's Front Office, Reception or Lobby Area and demonstrate the modernised way in which services are being delivered, while incorporating the theme.

The winners of the Front Office Decoration was announced at the Service Excellence Awards on October 25, 2023. The Ministry of Education and Youth copped first place, the Office of the Services Commissions graciously placed second and third place was awarded to the Ministry of Agriculture, Fisheries and Mining.

The month-long activities came to a close with the staging of the Government Mobile Services Fair which was held at Moneague College in St Ann, on Friday, October 27, 2023.



OSC Front Office Decoration



OSC Front Office Decoration



OSC Front Office Decoration

SERVICE EXCELLENCE WEEK @ OSC



OSC Front Office Decoration



Quiz Competition Giveaways



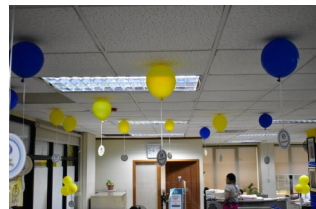
GOJ Mobile Services Fair



GOJ Mobile Services Fair



GOJ Mobile Services Fair



OSC Front Office Decoration



Quiz Competition Giveaways



GOJ Mobile Services Fair



OSC Front Office Decoration



GOJ Mobile Services Fair



*Merry
Christmas
&
Happy New
Year*

to you and yours from the
Office of the Services Commissions'
family.

We wish you all the peace
and joy of the season!

See you in 2024!

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