

HUDUMA WIKI HII

Keeping You Informed

Government Launches Training Needs Assessment Guidelines To Strengthen Public Service And Drive Vision 2030



The Government, through the State Department for Public Service and Human Capital Development, has launched the Training Needs Assessment (TNA) Guidelines for the Public Service.

The guidelines are aimed at strengthening human capital development and driving transformative change in line with Kenya Vision 2030, which calls for a highly skilled, agile, and responsive public service.

The guidelines are designed to provide management with reliable information for evidence-based decision-making, identify knowledge, skills, and competency gaps, and redefine organizational targets through relevant and well-structured training interventions.

They will also support institutions in identifying and prioritizing performance gaps and designing appropriate interventions to bridge them effectively.

The programme focuses on critical areas such as long-term institutional knowledge management, development of skilled human capital, performance management, and alignment with national development priorities.

It targets all public officers serving in national government ministries, county governments, state corporations, and other government agencies.

According to the Acting Secretary for Human Resource Development, Stephen Kakulu, the Training Needs Assessment will function as a performance audit mechanism

by identifying performance gaps, knowledge deficiencies, skills gaps, competency requirements, and areas requiring attitude development.





He noted that the objectives of the guidelines have been re-engineered to harmonize and standardize TNA procedures across the public service, provide guidance on adherence to ethical and moral principles as stipulated under Articles 10 and 232 of the Constitution, and enhance the attraction and retention of competent talent within government institutions.

Speaking during the launch at the Kenya School of Government in Nairobi, the Principal Secretary for the State Department for Public Service, Dr. Jane Kere Imbunya, underscored the government's continued commitment to building a citizen-centred, digitally enabled, and future-oriented public service capable of driving the national development agenda.

She emphasized that achieving this vision requires a workforce equipped not only with the right academic qualifications but also with relevant skills, competencies, and attitudes that respond to the evolving needs of

society, governance systems, and the economy.

She further stated that the successful implementation of the guidelines will significantly contribute to building a public service that is more competent and responsive to citizens and stakeholders, more efficient through better utilization of training budgets, more accountable by linking training to measurable improvements in performance, more equitable through fair and transparent access to training opportunities, and future-ready with officers equipped to leverage digital advancements, emerging technologies, and innovative service delivery models.

The guidelines apply to all Government Ministries, Departments, and Agencies, while other public institutions may adopt and utilize them with guidance from the State Department for Public Service and Human Capital Development.



Huduma Kenya CEO Assesses the Status Of Infrastructure Development



Accompanied by the area MP, Hon. Feisal Bader, the CEO conducted an inspection of the upcoming Huduma Centre project in Mvindeneni, Msambweni Sub-County, funded by the NG-CDF. The visit focused on reviewing the progress of the project and its potential to improve residents' access to government services once completed.

The CEO also toured ongoing Huduma Centre projects in Kilifi County, including Ganze, Malindi, and Ukunda, as well as a

court session in Kaloleni. During the tour, he visited Kwale Huduma Centre to assess current service delivery, engaging with both staff and customers to gain firsthand insights into operations.

He commended the team for their dedication and commitment to quality service, reaffirming Huduma Kenya's pledge to strengthen infrastructure and enhance access to efficient, citizen-centered government services across the country.





The Centre Manager of Isiolo Huduma Centre Madam Rachael Nchana attended the BETA Sensitization Workshop for Isiolo County, convened by the Government Delivery Unit (GDU) at the Royal Acacia Hotel. During the session, she highlighted the wide range of services available at the Centre and encouraged Heads of Departments to deploy their services at Huduma Centre to enhance accessibility and convenience for residents.

Similarly, the Tana River Huduma Centre Manager Mr. Jackson Letangule and Huduma Centre Manager Nandi participated in the BETA sensitization forum held in Tana River County and Len's Hotel in Kapsabet town respectively where they urged members of the public to visit the Centres and take advantage of the services offered



Huduma Centre Isiolo Deputy Centre Manager, Mr. Geoffrey Mbatha, and KUCCPS Desk staff, Daki Wario, conducted a sensitization session for Grade 10 parents and learners during the Academic Day at Isiolo Girls High School on the services offered at the Centre.

Elgeyo Marakwet Huduma Centre staff attended a health awareness session facilitated by Tophill Hospital Eldoret. The session focused on healthy living, common lifestyle diseases, and their prevention, control, and management.



Nandi Huduma Centre staff, Madam Teresa Nyangala (Boma Yangu Desk), joined colleagues from the Kapsabet Head Office to raise awareness and promote bookings for the Affordable Housing programme in Kapsabet town.



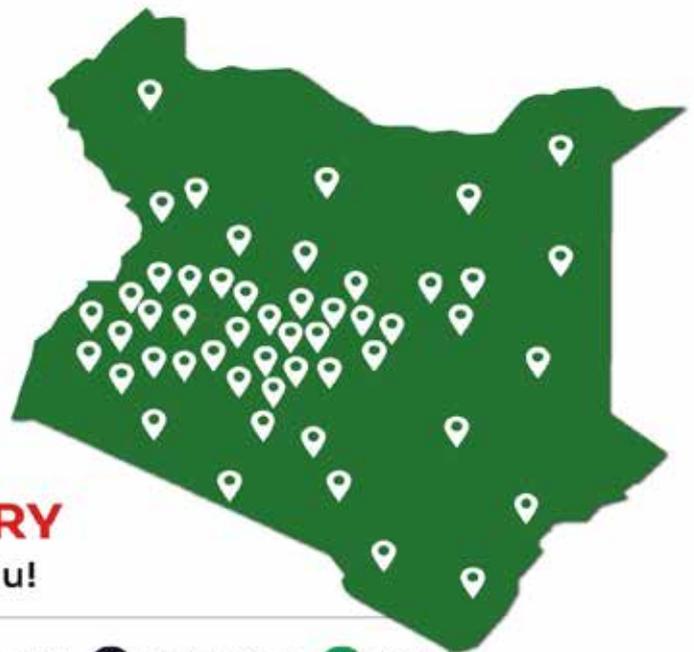
Dr. Jane Kere Imbunya, Principal Secretary, State Department for Public Service and Human Capital Development, held a consultative meeting with the Huduma Kenya Secretariat team led by CEO, CPA Ben Kai Chilumo. The meeting reaffirmed that Huduma Bora ni Haki Yako ya Kikatiba and must be realised through accountable, citizen-centred service delivery.



59

HUDUMA CENTRES ACROSS THE COUNTRY

Visit any of our Centres near you!



Huduma Kenya



huduma_kenya



HudumaKenya



1919



The Centre Manager of Elgeyo Marakwet Huduma Centre Mr. Naftali Kipyego attended the Heads of MDAs meeting chaired by the County Commissioner to review service delivery in the county. The Centre Manager presented the status of services at the Huduma Centre and urged Heads of Departments to deploy more services at the Centre and enhance collaboration during Mashinani events.

Ms. Lorraine Akinyi from the State Department for Occupational Safety and Health Services (DOSHS) facilitated a sensitization session for staff at Nyamira Huduma Centre. During the session, she addressed key areas including Workplace Health and Safety Standards, the processing of claims under the Work Injury Benefits Act (WIBA), and the importance of managing psychosocial stress and promoting mental well-being in the workplace.



Kiambu Huduma Centre staff distributed 2026 diaries and calendars to partners who have consistently supported the Centre. The team also recognized and appreciated staff members who have demonstrated exemplary performance in various areas.



Nakuru Huduma Centre hosted a team of medical practitioners led by Resident Dr. Delvin Kirui from Valley Hospital, who facilitated a workplace stress management session for the staff. The team also conducted medical check-ups, including blood sugar and blood pressure tests, as well as general health consultations.





REPUBLIC OF KENYA



SERVICE EXCELLENCE CALENDAR

INNOVATION IN SERVICE DELIVERY

- Inspiring creativity for fresh thinking
- Re-imagine service experience
- Pursuit of better output for customers
- Service from the heart



JANUARY - MARCH 2026



Mashinani Corner



Huduma Centre Makadara



Huduma Centre Makeni



Huduma Centre Kericho



Huduma Centre Taita Taveta



Huduma Centre Murang'a

Happy One Year Anniversary, Kisumu West Ojola Huduma Centre



Narok Huduma Centre staff held a consultative meeting with Narok Boda Boda leadership to strengthen collaboration in service delivery. The discussions centered on key services available at Huduma Centre Narok, including NTSA services such as logbook transfers, SHA registration, and national ID services. .



Officers from the Higher Education Loans Board (HELB) Nairobi Headquarters paid a courtesy call to the Nandi Huduma Centre Manager. The delegation, led by Mr. Collins Wenje, held consultations on various matters including staff welfare, staffing levels, and service delivery excellence. They also discussed the opportunities presented by the deployment of Universal Public Servant Officers (Universal Agents) at Huduma Centres to enhance access to HELB and KUCCPS services in Nandi County.

The officers later visited the Nyeri Huduma Centre HELB Desk to conduct a compliance assessment. The team expressed satisfaction with the service delivery standards at the Centre and commended the Centre Manager and staff.



Mombasa Huduma Centre Manager, Mr. Harison Yogo, attended the Research and Innovation Workshop in Mombasa, organized by the State Department for Science, Research and Innovation in collaboration with APHRC and the British High Commission.

During the workshop, the PS for Science, Research and Innovation, Prof. Shaukat Abdulrazak, encouraged researchers to develop innovative products and services that address societal challenges, particularly in areas such as service delivery.

Uasin Gishu Huduma Centre received heartfelt feedback from former street youths who visited the Centre to access NRB services. They praised the professionalism, efficiency, and kindness exhibited by the Centre's management and staff. Such positive feedback continues to inspire the team to uphold Huduma standards and deliver every service with excellence.



FOLLOW US ON:

TikTok

hudumakenya Huduma Kenya
Friends Message
65 Following 6297 Followers
For any assistance Call: 1919. Always happy to serve you!

HUDUMAKENYA

JOKE OF THE DAY!

What did one volcano say to the other
"I lava you!"

Trivia of the Week

What flower is considered the traditional symbol of Valentine's Day?

Quote Of The Week

"To love and be loved is to feel the sun from both sides."
David Viscott

1 Corinthians 13:7

"Love bears all things, believes all things, hopes all things, endures all things."

Valentine Message

By Winston Andayi – Huduma Center Nakuru.

Valentine is a quiet reminder that love lives in small, brave moments. It is found in the smile that arrives unannounced at a service desk, the patience that listens to a worried citizen, and the kindness that stays even when queues are long and days demanding.

For Huduma Centre employees, love is not an abstract emotion reserved for poetry and celebration; it is a daily practice embedded in public service, responsibility, and commitment to the nation.

On this day, hearts speak without shouting, choosing warmth over fear. Across Huduma Centres, this warmth is reflected in calm explanations, respectful engagement, and the assurance offered to citizens seeking essential government services.

Love here is disciplined rather than dramatic, ethical rather than loud. It is the deliberate choice to treat every individual with dignity, regardless of pressure, workload, or personal fatigue.



Love is not perfect; it is present. Presence is demonstrated when systems delay, documents are incomplete, or frustration fills waiting halls. It means remaining professional under strain, empathetic in uncertainty, and solution-oriented in complexity.

Presence is choosing to help rather than dismiss, to guide rather than confuse, and to serve rather than command. Through such presence, Huduma Centre employees build trust, and trust remains the most valuable asset in public service.

Valentine also reminds us that love grows when honesty, respect, and hope are upheld. Honesty strengthens institutional credibility.

Respect safeguards human dignity. Hope sustains service delivery even in challenging circumstances.

Valentine at Huduma Centres reflects love through service, Integrity shows honesty, professionalism becomes kindness, and customer focus turns into compassion. Efficiency respects people's time, teamwork shares the load, and inclusivity leaves no one behind



Above all, respect for human dignity makes public service an act of love. This season is also a moment to acknowledge the emotional labour involved in public service.

To listen patiently, to explain repeatedly, and to remain composed requires resilience and character. Such effort reflects a deeper form of love rooted in duty, integrity, and national responsibility. It is this love that sustains Huduma Centres as symbols of accessible and people-centred governance.

May this Valentine wrap Huduma Centre staff in gratitude for their dedication and integrity. May it offer steady joy in knowing that their work matters and gentle courage to continue serving with excellence.

Celebrate the love you give through service, the love you receive through trust and appreciation, and the love you are becoming as professionals committed to the public good.

Let kindness guide every interaction at the counters, in offices, and beyond the workplace. Let teamwork, empathy, and shared purpose strengthen your mission.

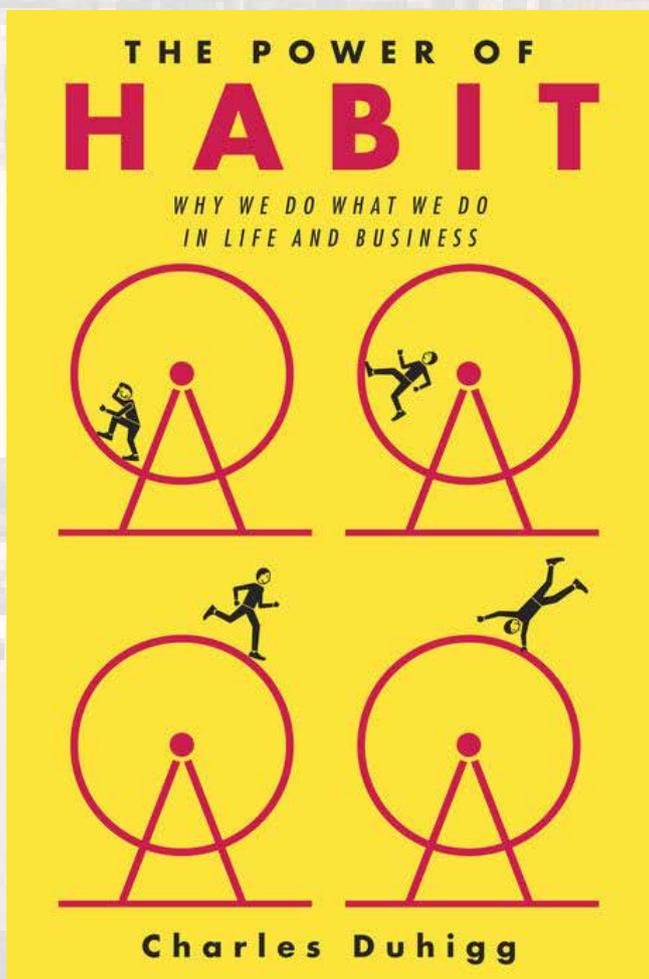
And may tomorrow bloom brighter because, each day, you dare to serve freely, fairly, and faithfully, Razzmatazz!



The Power of Habit By Charles Duhigg's

is a compelling exploration of how habits shape our lives, organizations, and societies. Drawing on neuroscience, psychology, and real-world case studies, Duhigg explains the “habit loop” — cue, routine, reward — as the fundamental mechanism behind behavioral patterns. He illustrates how individuals can transform their lives by identifying cues and rewards while deliberately changing routines, and how companies exploit these same principles to influence consumer behavior. The book balances scientific insight with engaging storytelling, weaving in examples ranging from Procter & Gamble’s marketing

strategies to the success of Starbucks’ employee training programs. What makes the book particularly impactful is its practical relevance: readers are not only entertained but also equipped with tools to recognize and reshape their own habits. While some critics argue that Duhigg simplifies complex science, the accessibility of his writing is precisely what makes the book resonate with a wide audience. Ultimately, *The Power of Habit* is both an informative and inspiring read, encouraging reflection on the small, often unnoticed behaviors that collectively determine the trajectory of our lives.



**BORROW A
BOOK**

The Huduma Kenya Secretariat
Library has something for someone

STOP BY AND BORROW A BOOK!

Happy Valentines From Huduma Kenya





REPUBLIC OF KENYA



huduma
KENYA
service excellence



Happy Valentine's Day



Huduma Kenya



huduma_Kenya



@hudumaKenya



Hudumakenya



1919



huduma
KENYA
service excellence

HUDUMA
KENYA
SECRETARIAT

Phone: 1919

WhatsApp: 0747 1919 19

Address:

P.O Box 47716-00100

Lornho House, Nairobi

Mail:

info@hudumakenya.go.ke