



# Quality Review Newsletter

2<sup>nd</sup> Quarter (April – June, 2011)

3<sup>rd</sup> Issue

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### Quality Assurance Program in Finance Division

A Quality Assurance program has been launched for the Finance Division, to effectively control and improve its operational quality, performance and customer satisfaction. The prime focus of this program is to increase its customers' satisfaction level, raise its service quality, improve internal working efficiency, and give the Ministry a strong local and global credibility. This quality Assurance program has absolute and full support of Finance Minister, Finance Secretary along with full commitment of Additional Secretaries/Sr. Joint Secretaries leading various wings of the Division.

### Organizational Structure of Quality Assurance Program

#### 1. Strategic Quality Management Committee

Its purpose is to plan, review and control the Quality Policy of Finance Division at strategic level. The Finance Secretary is a head of the Strategic Quality Management Committee (SQMC); whereas the Additional Finance Secretary (HRM) is the second in command. Joint Secretary (HRM/Quality Assurance) is committee coordinator and Additional Finance Secretaries (AFS) / Senior Joint Secretaries are members of the committee.

#### 2. Quality Assurance Wing (QA):

Senior Joint Secretary (HRM/QA) is heading this section. He is autonomous from the influence of any other Wing/department. He looks after the entire QA program established in the Finance Division, monitor and facilitate the achievements of the Quality Policy and quality objectives in the Division.

#### 3. Departmental QA Coordinators (DQAC):

They are designated persons at the level of DS or SOs. They work within each Wing under their Additional Finance Secretary. They look after the measurement, control and improvement of their Wing's Quality Objectives in close coordination with Senior Joint Secretary (QA). The actual strength of the departmental QA Coordinators varies time to time based upon the quantum of tasks in hand. The change in composition and any subsequent changes thereto, are jointly approved by the respective Additional Finance Secretary and Senior Joint Secretary (QA)

#### 4. Quality Improvement Teams (QIT):

These are small problem solving groups temporarily nominated or made on identification of quality issues or on volunteer basis, tasked to carry out extensive research on root-cause analysis and proposing solutions and change in the current processes and systems. These could be from any level but from within the respective Wing.

## Towards Ultimate Objective of Quality Education

(By: Munir Sadiq)

As we around in darkness we move ahead with the help of our dynamic physique studded with sense organs and equipped with memory. Having good or bad memory we learn from experience and thus avoid stumbling over now and the Education is nothing but a collection of our experience in oral, written or constructed form. During the course of transference to the next generation this in-heritance of knowledge and skills not only accumulates but also refines itself in its own increased light. The supremacy of human beings mainly emanates from transmuting and transmitting of experience which can also be called recollection of the creative movements.

If this oral or written record of happening is in the form of simple and straight narrative, if it called history, if systematic, disciplined and logical, it becomes science and if whimsical, it is literature. When it assumes constructed form it manifests in culture (the totality of socially transmitted behavior patterns, arts, beliefs, institutions, and all other products of human work and thought) and civilization (an advanced state of intellectual, cultural, and material development in human society, marked by progress in the arts and sciences, the extensive use of record-keeping.

Besides the medium of education (oral, written or constructed) the dimension education (External or Internal) are also important. Externally education reaches out to discover, understand and control the outer and the tangible world. Here it is objective and verifiable. Internally it delves deep into intricacies of inner-self. It is mostly subjective and unverifiable, hence vulnerable to nestle somewhere in the forest of self-deception and is fundamentally governed over by prophecies, imagination, mysteries, speculations and superstitions. Nonetheless, wherever it makes appearance in the domain of ethics and morality, it is essentially manifested in human character and conduct. Therefore, instead of dispensing with it for good we may embrace it in as much as it stands the test in the realm of human behavior and attitudes by contributing towards character building.

While character building has remained a high priority of education, the indispensability of tolerance as an important ingredient of Human Resource Management (HRM) and Human Resources Development (HRD) can not be overlooked. The history of human-kind is interspersed with the intellectual endeavors that clearly spell out the rationale and inevitability of tolerance for any educated person. Certain glimpses are following: -

Intellect is subservient to emotions. In the first place it connotes that no person, community or nation, self-righteous or otherwise, should be a judge of his/her own affairs. Otherwise objectivity and transparency would be jeopardized. Secondly, the education works conveniently only in line with the aptitudes, interests and natural advantages. Hence we should carry out the aptitude tests for our children before imparting quality education to them.

As per theory of determinism the human character is pre-determined only by two factors i.e. the heredity and the environment. As both the factors are beyond the "free will" of an individual, there is, therefore, no room or logic for any absolute good or bad or blaming others on any account. However as per demands of expediency the terms be used only relatively.

In line with the "Principle of Sufficient reason" expounded by the logicians, there exist sufficient grounds/reasons/causes to justify any happening or phenomenon in any given situation. So again, we need to be more tolerant, considerate, sympathetic and accommodative instead of being the hard liners – making no allowance for causality (cause and effect relationship).

Anger is the child of ignorance, surprise belongs to innocence and understanding is ultimate fruition of education. This understanding does not see only through the things but also in right perspective and totality.

Doing away with the extensive discussion it is plainly put as a corollary that an educated person should feel his oats by weeding out biases and disseminating fair understanding and sympathy.

**"Far better is it to dare mighty things, to win glorious triumphs, even though checkered by failure...than to rank with those poor spirits who neither enjoy much nor suffer much, because they live in a gray twilight that knows not victory nor defeat."**

*Our nature is the mind. And the mind is our nature.*

## Motivation in the Workplace

By: (Tasnim Bajwa)

Is it important to create **motivation in the workplace**? Well, if you care about your bottom line, then it's very important. The fact is that when people are motivated, they will do more. When they are not motivated, they will be less productive. So what causes some employees to be motivated to do their work than others?

Let me share here some tips to help you increase employee motivation and in turn increase workplace productivity. At first you will have to realize that most people don't like their jobs. It's just the reality. The best thing to do is to hire the right people for the right job. It does not mean hiring the most capable person for the job though, at least not always. It's about hiring the person who will love the job. People will tend to be more motivated to do their work when they love what they do, or at the least don't hate what they do. Since it's hard to gauge whether someone will love their job during an interview since everyone puts on their best face, most of the time you will have to take a different approach for selection.

The second thing you will want to do increase employee motivation in the workplace is to find out if it is an environment fixation or just an individual mania that he/she is not motivated to work. If it's an environment thing then you can do different things to make the workplace a bit more fun. If it's an individual then you will need to find out what motivates them and use that knowledge to get them to be more enthusiastic about work.

Different people are motivated on different ways. For some people, all you need to do is to pay them desirable sum of money. For others, money won't do a thing, but recognition will. Still for others, it's all about feeling appreciated for what they do. The lack of motivation in the workplace can be a combination of many different things. It could be both the environment, people having the wrong jobs, and are not getting what they want out of a career. So as an employer, it's a tough situation to have to deal with. One thing you can do is to have a talk with the employees that aren't very motivated with their work and find out what it will take to get them going again.

Now if you are an employee who has a lack of motivation at your job, then one thing you can do is to figure out whether or not you should keep working there. "Life really is too short to waste your life doing something you don't like. If it's something that is just temporary that will help you get to where you really want to go, then stick with it. Otherwise, you may want to think about what is truly important in your life". Being an employee, figure out what is it? That you want in life and focus on that. Every time you increase your productivity, you are getting closer to your goals.

In this type of competitive environment, How important is being able to increase employee motivation? Find out what motivates your employees and give them what they need. Giving them a sense of purpose for doing what they do will go a long way.

It's great to hire employees who are self motivated and in a perfect world, the persona you see in the interview will be who you see on in the workplace. Unfortunately, this isn't normally the case. Most people will put their best face on during the interview and will tell a great story but when it comes down to the work, it can be a completely different story.

Realize that a huge percentage of people only work because they need to work, not because they want to work. If you can understand that, it will help tremendously when it comes to trying to motivate your employees. It will also help you

to avoid the mistakes that most owners make. The challenge is that you can't just have people pursuing their dreams and quitting on you when you need them to get their work done in order to meet your organizational goals. The most obvious solution is to find the right people for the right positions.

Is being a Secretary/Assistant of high ups something that is inspiring the most people? Is it something that will make most people jump out of bed in the morning with a smile because they just can't wait to get to work? It's probably not likely. However, there are people who love that type of work so if you can find these people; your life will be a lot easier. Once you do that, all you have to do is find someone for each and every position you have who will absolutely love their job. In the perfect world, this can happen and the problem of employee motivation won't even exist. Unfortunately, we don't live in a perfect world. So what's the next best thing?

Find people who are capable of doing their work and who also don't mind doing the work. If you can't hire the perfect people for the positions then what you will want to do is to inspire the people who do work for you. Give them something to look forward to when they come into work each day instead of just a paycheck.

Here is one mistake that employer's makes that he/she expect everyone to be self motivated or most employers won't even bother and will just stick to the "do your job and you get to keep it, if not, you're fired", therefore won't even bother trying to inspire or motivate their workers. Going back to the normal workplace, in terms of employee motivation ideas, you can do something similar. Everyone wants something out of a job and most of the time it's more than just a paycheck. Sometimes all they need is to know that they may be appreciated for what they do. For some people, they need to know that what they do is making a difference in the company's bottom line. For others, they want to be recognized publicly for a job to be done well. In other words, take part in increasing their motivation instead of just taking the, "They should be self-motivated" approach. That's just an excuse to not have to do anything.

The challenge is that different people are motivated differently so when it comes to employee motivation, one idea may work on one person but it may not work on another person. What you may want to try doing is to give them an employee motivation survey to find out what it is that motivates them. What to do to get them to work hard and be more productive? Sometimes it's much money but a lot of the time, it's one of the things mentioned above. There are a lot of employee motivation rewards that you can give out as well. You can even hire a company that will come in and implement an employee motivation program to help increase the overall motivation of the workplace.

Employee motivation comes down to know what motivates the employee and find out the ways to give it to them. One of the most powerful things you can do is to create a work environment where the people who work are proud to be a part of that organization. They will naturally want to work hard because they will feel like they are contributing to something great.

At the end I can say, "God is ready to direct if you are ready to act!"

Life is really too short to waste your life doing something you don't like. If it's something that is just temporary that will help you get to where you really want to go, then stick with it. Otherwise, you may want to think about what is truly important in your

## Budget 2011-12 in Pictures



Federal Minister for Finance, Dr. Abdul Hafeez Sheikh speaking at the launching ceremony of Pakistan Economic Survey 2010-2011 in Islamabad on June 2, 2011.



Prime Minister Syed Yusuf Raza Gilani presiding over the Special Budget 2011-12 Cabinet Meeting in Islamabad on June 3, 2011.



Prime Minister Syed Yusuf Raza Gilani according approval on the Budget 2011-12, document before presenting to the Parliament on June 3, 2011. The Finance Minister Dr. Abdul Hafeez Sheikh and Finance Secretary, Dr. Waqar Masood Khan are also present on occasion.



Prime Minister Syed Yusuf Raza Gilani alongwith Federal Minister for Finance, Dr. Abdul Hafeez Sheikh coming towards the Parliament for presenting Budget 2011-12 on June 3, 2011.



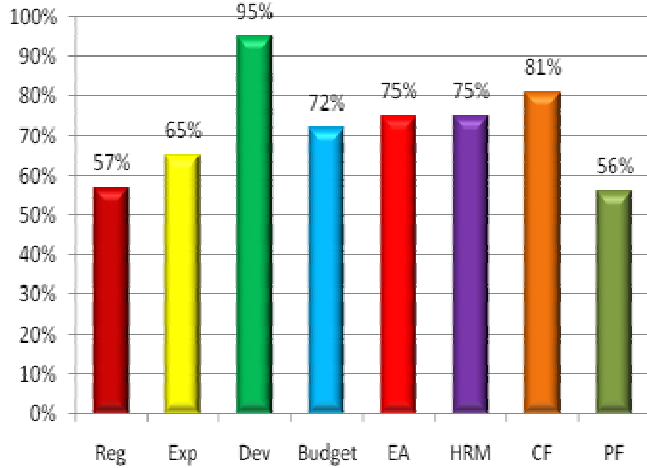
Federal Minister for Finance, Dr. Abdul Hafeez Sheikh delivering Budget Speech 2011-12 in National Assembly on June 3, 2011.



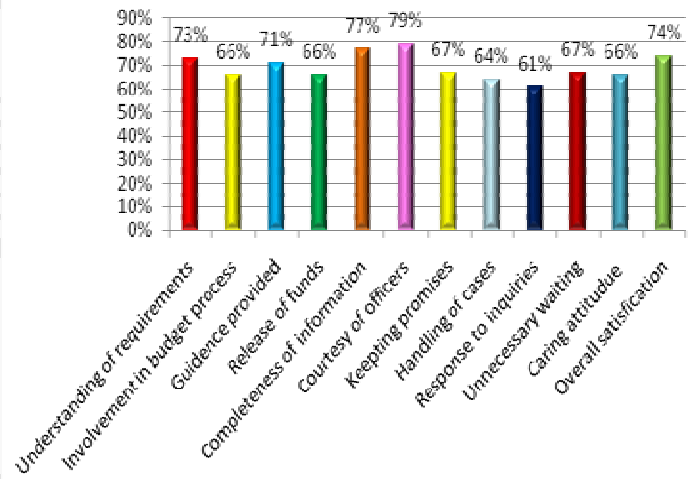
Prime Minister Syed Yusuf Raza Gilani congratulating Federal Minister for Finance, Dr. Abdul Hafeez Sheikh on presenting Federal Budget 2011-12 in National Assembly on June 3, 2011.

### Customer Feedback Survey conducted by Quality Assurance Section

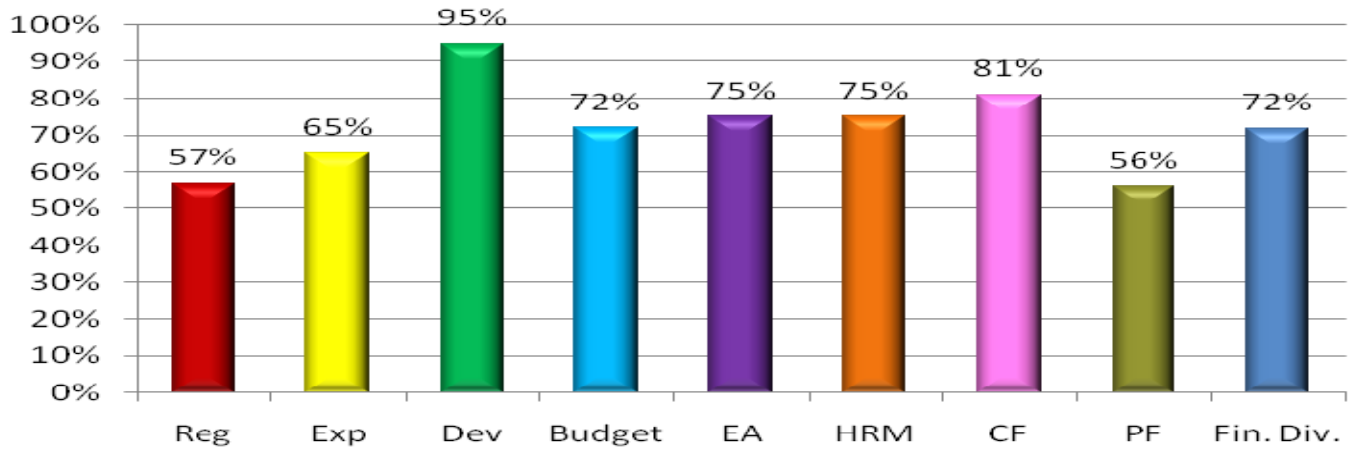
Customer Satisfaction Index (CSI) of each Wing of the Finance Division



Average customer satisfaction Index (CSI) of Finance Division against each Parameter of the Survey

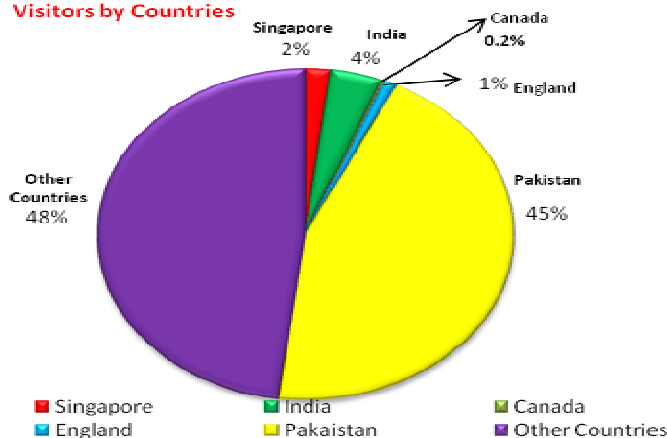


Customer Satisfaction Index (CSI) of each Wing of the Finance Division

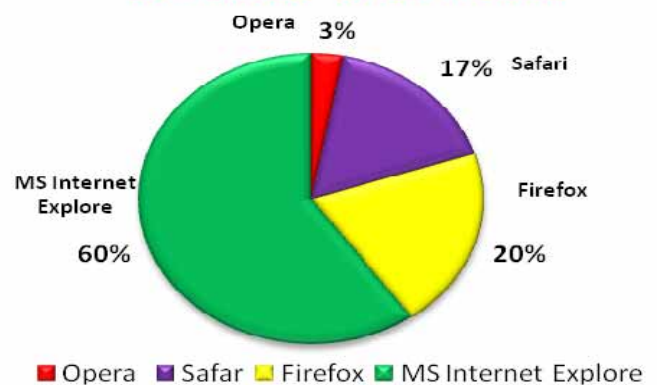


### Finance Division's Website Statistics during Month of June, 2011

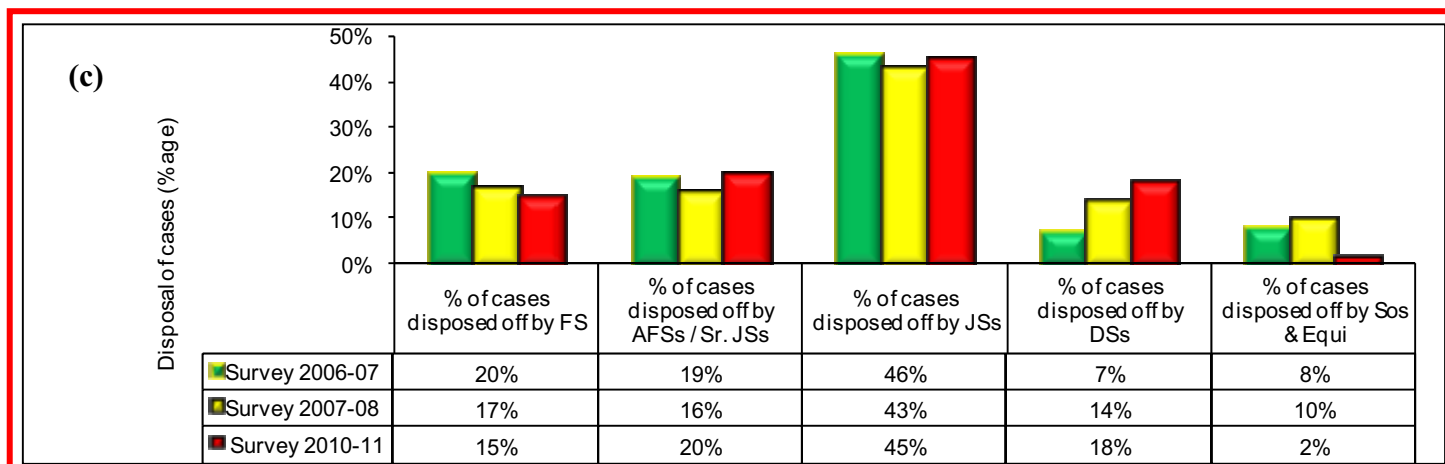
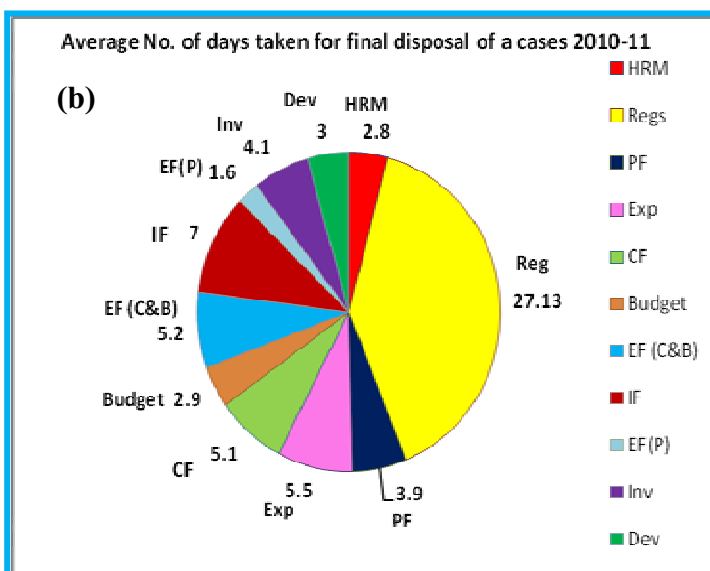
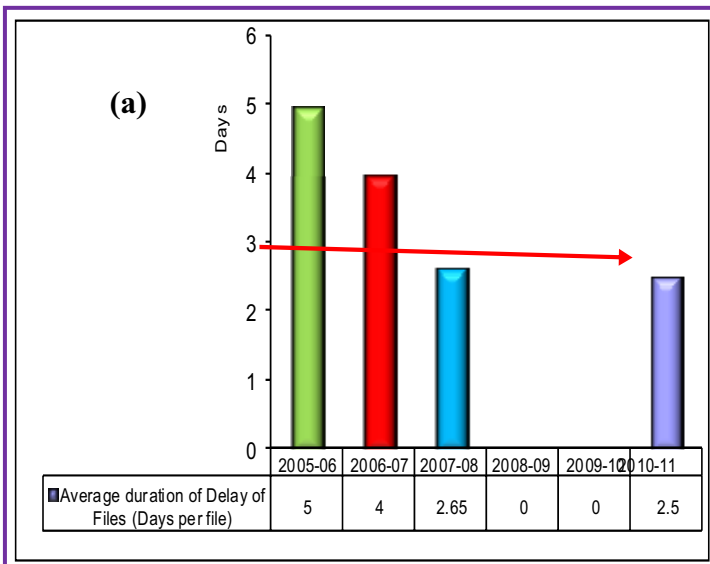
Visitors by Countries



Top 4 browser to view websites



To achieve the objective, "Continually Improve Work Efficiency of Finance Division", Quality Assurance Section is responsible for conducting Survey to measure (a) the average duration of disposal of cases, (b) average No. of days taken by each Wing for the final disposal of cases and (c) percentage of cases disposed at each level, i.e. SO, DS, JS, AFS and Finance Secretary. To take decisions for further improvement in working of Finance Division results of these metrics obtained by survey were presented in Strategic Quality Management Committee (SQMC).



### AUSTERITY MEASURES TAKEN IN FINANCE DIVISION DURING FINANCIAL YEAR 2011-12

1. There will be a ban on new recruitment.
2. There will be a ban on purchase of physical assets including all types of vehicles. Ban on purchase of vehicles will also be applicable to development expenditure.
3. Expenditure on travelling allowance, stationary, entertainment, advertisement, repair/maintenance and utilities will be curtailed by 20% of Budget Estimates.
4. Entitlement of periodical, magazines etc. of all officers has been withdrawn. Only one copy of periodical/magazine will be available in the library of each Ministry/Division/Department/Organization for reference purposes. Only one daily newspaper will be allowed to the entitled officers.
5. Officers will not be allowed to use air-conditioner before 11.00 a.m. and below 26 degrees.
6. Principal Accounting Officers will ensure rationalization of utility bills.
7. Both sides of papers should be used.
8. Serving of official lunches/dinners should be restricted.
9. Ministries/Divisions will not be authorized to re-appropriate funds from the above mentioned heads of expenditure.