



Juvarsity



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2020 University of Juba Staff Performance Awards Ceremony

To promote the quality of services provided to students, staff and the general public, the University of Juba organized a ceremony on Saturday, 15 May 2021 in Palm Africa Hotel to honour its staff who had done excellent work during 2020. Each awardee received a certificate and cash. The names of the awardees are:

- Mr Alemseghed Ghebrekiden
- Dr Salah Khatir Jubarah
- Dr Angelina Mattijo-Bazugba
- Dr Ayine Richard Simon Nigo
- Engineer Amos Ater Arier
- Mr Angelo Ajuong Aluong
- Mr Germano Taban Lagworong
- Dr Christopher Tombe Louis
- Mr Richard Ring Kuach
- Dr Rebecca Lorins
- Mr Joseph Atem Bul
- Mr Edward Ayira Lado
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The Focus: Thoughts on Service Leadership



by Prof John A. Akec

On 15 May 2021, the deans and directors of the University of Juba gathered at a magnificent conference hall in Palm Africa Hotel in Juba to celebrate the Annual Excellence Awards for 2020. It was the first time ever such an occasion has been mounted by the University of Juba. In that ceremony, certificates of “excellence in service” were awarded to sixteen members of the University of Juba’s staff for “exceptional works of service rendered in 2020” to the University of Juba community or the general public. My speech at that occasion centered on the subject of ‘service leadership’. In order to spread the message widely, I would like to share my thoughts on this subject in this monthly article.

To begin, Ronald Heifetz and Marty Linsky of Harvard’s Kennedy School of Government have defined leadership in their book (*Leadership on the Line: Staying Alive through the Dangers of Leading*, Harvard Business School Press, 2003) as a process of going forward and risking dying. They highlighted how opportunities for leadership arise in everyday life, such as when a neighbor watches a one-time nice kid down their street, getting astray during his or her teenage years after the mother had passed on, and mobilizes the community in the neighborhood to provide support to the father and the family so as to change the path of the teenager for the better.

Each day, argued Heifetz and Linsky, brings opportunities “to raise important questions, speak to higher values, and surface unresolved conflicts.” And that each one of us has opportunity to make a difference in the lives of the people around us. That true leadership often involves exceeding our own authority in order to tackle the challenge at hand. That communities, organisations, and the entire society need people from all walks of life to take up challenges within their own reach and not complain or think that someone else will come down from above and do it for them.

In most cultures, it is always thought that ‘leaders’ are born and stand out as distinct characters by their good

looks, their extraordinary abilities, their attributes, and their skills. Not true. Leadership can be practiced by everyone who accepts to take up responsibility within his or her community. It can also be nurtured, learned, and developed. We often hear about different types of leadership. They include: transformational leadership, charismatic leadership, servant leadership, religious leadership and service leadership.

However, service leadership is the focus of this article. It gained prominence when the structure of the global economy began to shift from industrial mode that was based on manufacturing, to postindustrial mode in which service industries such as banking, insurance, hospitality, health, and education take an increasing share of nations’ Gross Domestic Products (GDP). For example, in 2014, the share of service sector was 79% of the United States GDP, 78% in United Kingdom, 79% in France, and 71% in Japan.

This structural transformation of the global economy has been accompanied by changes in organizational structure, human capital, and the required leadership attributes. Unlike the industrial economies where major decisions were taken by the top managers, service economies give plenty of opportunities for individuals to play leadership roles at every level of the organisation, including at the very bottom of organizational hierarchy. Also, unlike the concentrated authoritarian leadership for which industrial economies were known, service economy dictates the distribution and decentralization of authority throughout the organisation.

Another thing, in service economy such as higher education or hospitality industry, the goods are intangible. A production method involves the cooperation between the producer (a school registrar or library assistant) and the consumer (the student). The quality of service depends on the quality of interaction between the producer and the consumer. The term for this production method is called co-creation. Bad interaction leads to poor quality service. Good interaction leads to high quality service.

What’s more, there are no fixed rules or clear standard operating procedures in production of service. The situation can change dramatically, depending on who you are dealing with at the front desk. This requires service leaders to be competent in their jobs, have integrity and honesty to tell the truth, and have disposition to care for his or her clients.

Be a good service leader in your space.



23rd Batch to graduate this month

On Saturday, 19 June 2021, the University of Juba will hold its 23rd graduation ceremony. The number of students expected to graduate is 2,053. Eleven students will be awarded PhDs, 192 Master's, and 1123 Bachelor degrees. 727 students will graduate with diplomas. So far, 900 students have registered for graduation.



File photo

Maintenance and construction works updates

Maintenance work at the School of Medicine is almost finished.



Construction of a third floor in Administration Building is nearing completion





Cultural exchange with Chinese peacekeepers

On 19 May 2021, Chinese peacekeepers serving with the United Nations Mission in South Sudan visited our university for cultural exchanges. Professor Robert Deng, the Deputy Vice Chancellor for Finance and Administration, appreciated the cultural exchange initiative and appealed to the Chinese Ambassador to consider constructing a facility at the university. The Chinese Ambassador emphasized the enduring friendship between the Chinese and South Sudanese peoples.

The visitors gave gifts to our university and also to some students. The day ended with colorful cultural performances, including music and dances, by the visitors and a group of students on the football grounds. The Chinese visitors, including the Ambassador, and university administrators joined in the dances staged by the students.



Get vaccinated and observe COVID-19 measures

Our neighbour, Uganda, is back to lockdown as COVID-19 cases soar. To reduce likelihood of another wave, South Sudanese should hurry to the vaccination centres and also continue to observe COVID-19 preventive measures recommended by the Ministry of Health.

Where responses from the public continue to be disappointingly low because of scepticism, our government should consider widening the use of mandatory measures in the public interest. Already some public officials are being required to take the jab which is an understandable move. It is the responsibility of the government to keep its citizens secure and safe.

Many countries are taking mandatory steps so that vaccinations pick up. Kenya is requiring all teachers to be vaccinated. Uganda is also adopting tougher measures. One Asian country even decided that only public servants who are vaccinated will receive their salaries. These are all well-meaning measures aimed at ensuring the security and safety of the public.

