Public Sector Transformation

The Jamaican Experience

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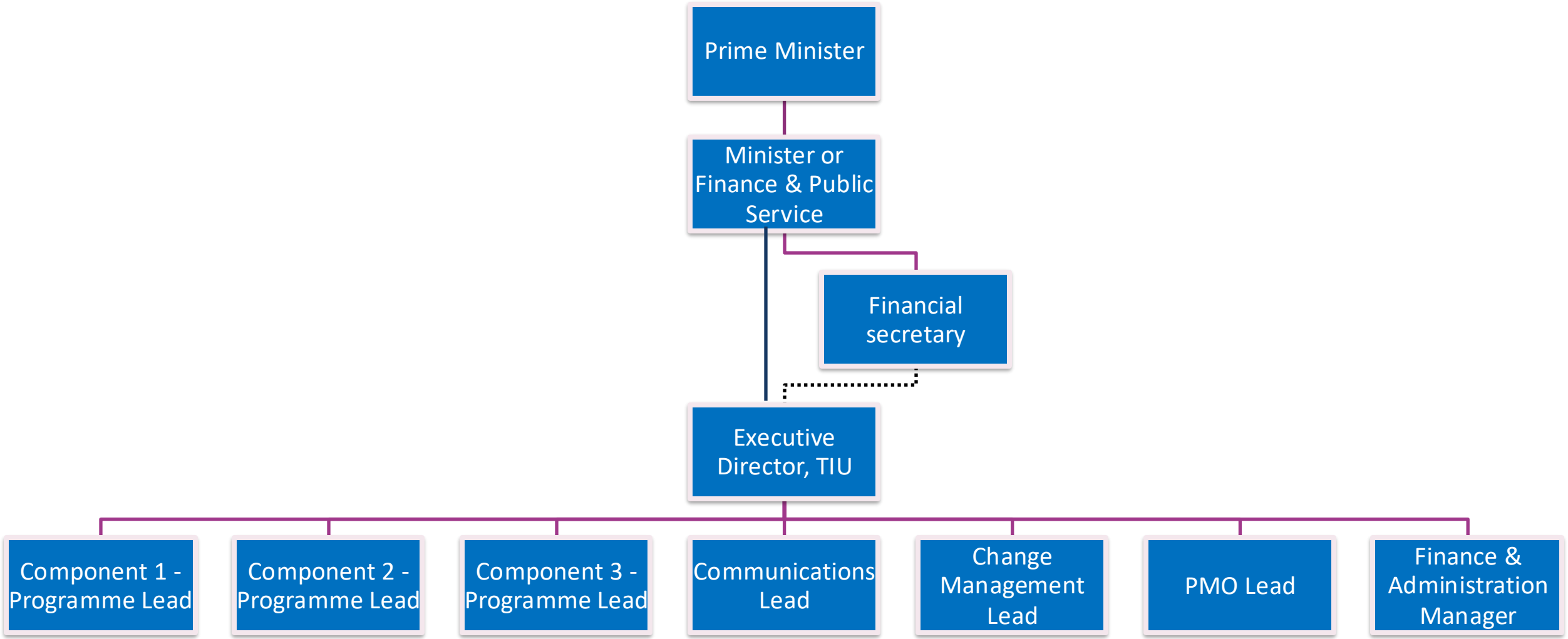
- 113,000 employees
- 140 public entities
- Government is the largest single employer
- High dependence on the State for public services
- Disparate systems and processes

VISION FOR PUBLIC SECTOR TRANSFORMATION

A modern public service that is fair, values people, and consistently delivers high quality services

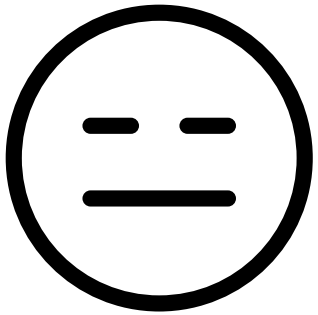
MODERNISING THE STATE AT A GLANCE

THE TIU

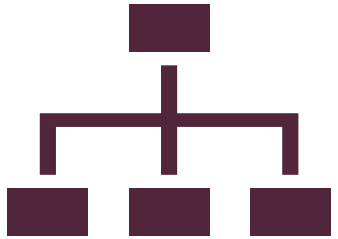

Prime Minister
Minister or Finance & Public Service
Financial secretary
Executive Director, TIU
Component 1 - Programme Lead
Component 2 - Programme Lead
Component 3 - Programme Lead
Communications Lead
Change Management Lead
PMO Lead
Finance & Administration Manager

THE CHALLENGES

Long wait times – e.g. hospitals



Unsavory practices



Excessive bureaucratic processes

Inadequate use of ICT to drive performance

Inefficiencies and waste in operations

High transaction costs and times; manual processes

Inadequate human resource management

Wage bill

WHAT DOES GOOD LOOK LIKE?

1. Effective customer service delivered consistently through a service delivery methodology that puts decision making closer to the customer
2. Knowledge-based workers trained, developed and competitively compensated
3. eGovernment Transformation – a digital Government
4. Strong external relationships and partnerships built and maintained
5. Processes streamlined through data sharing and integration
6. An innovative, proactive and productive public administration

PILLARS

Public Sector Efficiency & ICT

Shared Corporate Services

Rationalisation of Public Bodies

HRM Transformation

Compensation Management

Public Sector Transformation

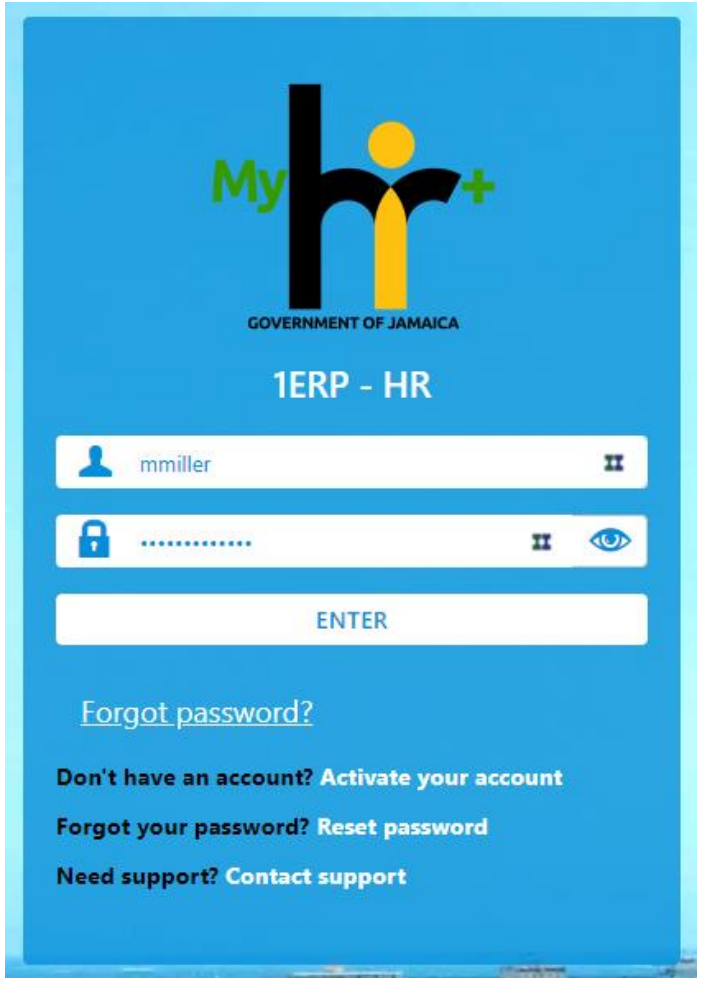
CULTURE IS MORE
POWERFUL
THAN STRATEGY
EXIT

Building a Better Public Sector for All

TIU

MyHR+ - HR SERVICES ON DEMAND

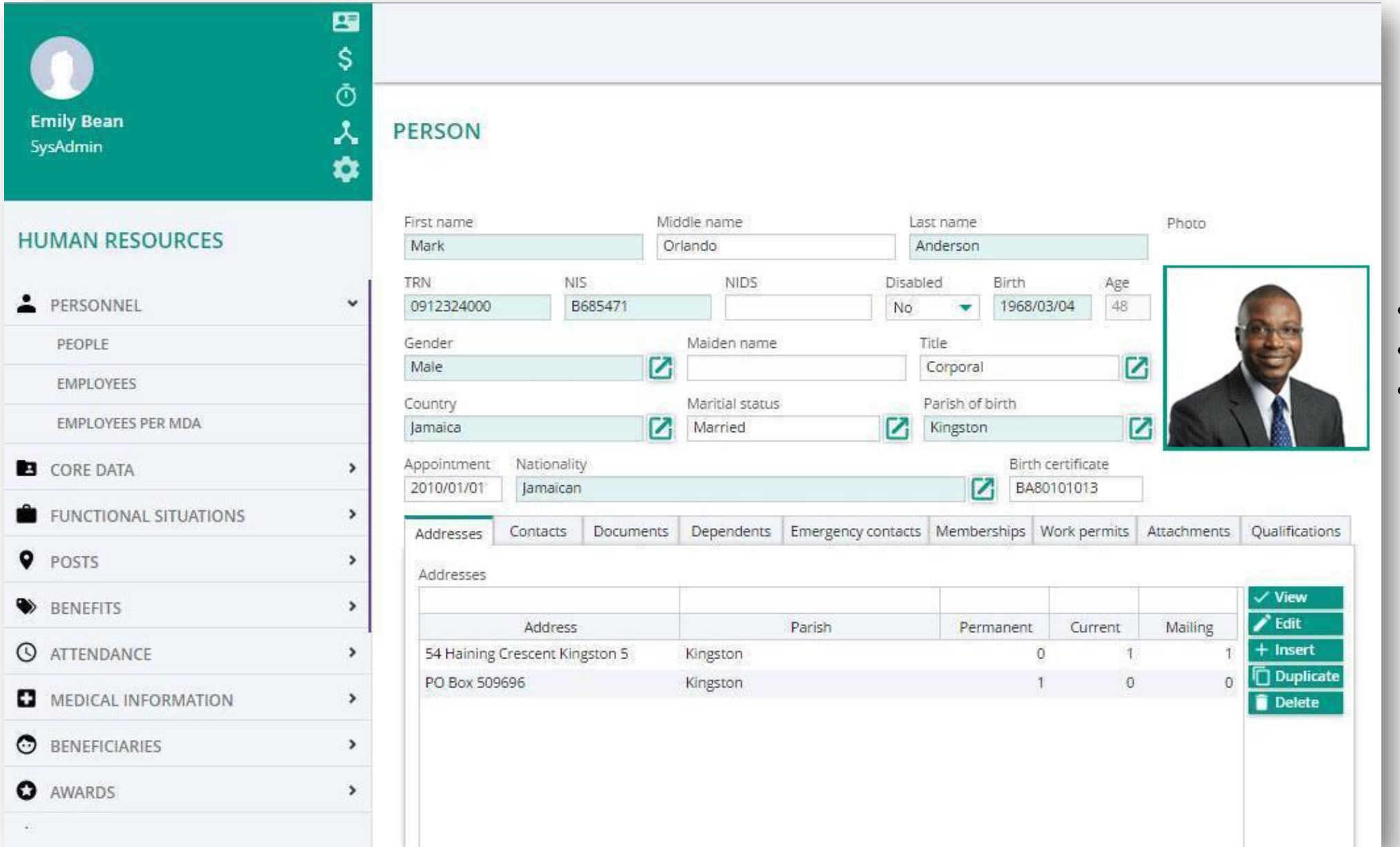
- MyHR+ is an integrated HR and Payroll information management system
- Geared at making HR and payroll processes more efficient and effective through process standardisation and the use of technology
- Ensures the accuracy of payroll
- Maximises the effective deployment and development of employees
- It provides critical data for resource planning and decision making



TIU
TRANSFORMATION IMPLEMENTATION UNIT

MyHR+
GOVERNMENT OF JAMAICA

Human Resource Management	Payroll Management	Employee Self Service	A
Manager Self Service	Claims, Subsistence and Allowances	Organisational Charts	B
Recruitment and Selection	Performance Management	Training Management	



- Access is online 24x7
- Anywhere
- Phone, Tablet, PC

MyHR+ BENEFITS

TIU
TRANSFORMATION IMPLEMENTATION UNIT

Efficiency in HR Management and Administration

Greater Access to Information

Data Analysis and Informed Decisions

Cost Effective

Security and Disaster Recovery

LESSONS LEARNT

1. Importance of leadership and communication
2. Clarity of the requirements for the system aligned to market availability
3. Need for ongoing training and support
4. Value of phased implementation and feedback loops
5. Quality assurance
6. Document, document, document

KEY CONSIDERATIONS

- Vision – clear, relevant, projects must align to it
- Political Support – make transformation a national priority
- Administrative Support – across entire government
- Design is essential – as you transform, the public service must continue to deliver; strategic approach; programme must be agile enough to respond to changing dynamics
- Engagement is critical – take persons along
- Robust communication and change management strategies
- Refine and refocus – as necessary

CONTACT US

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