



Public Sector Transformation

The Jamaican Experience

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A close-up photograph of a spiral-bound notebook with a white cover and a black metal spiral binding. The words "PUBLIC SECTOR" are written in large, bold, black capital letters on the white page. The notebook is resting on a light brown, textured surface.

PUBLIC SECTOR

- **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

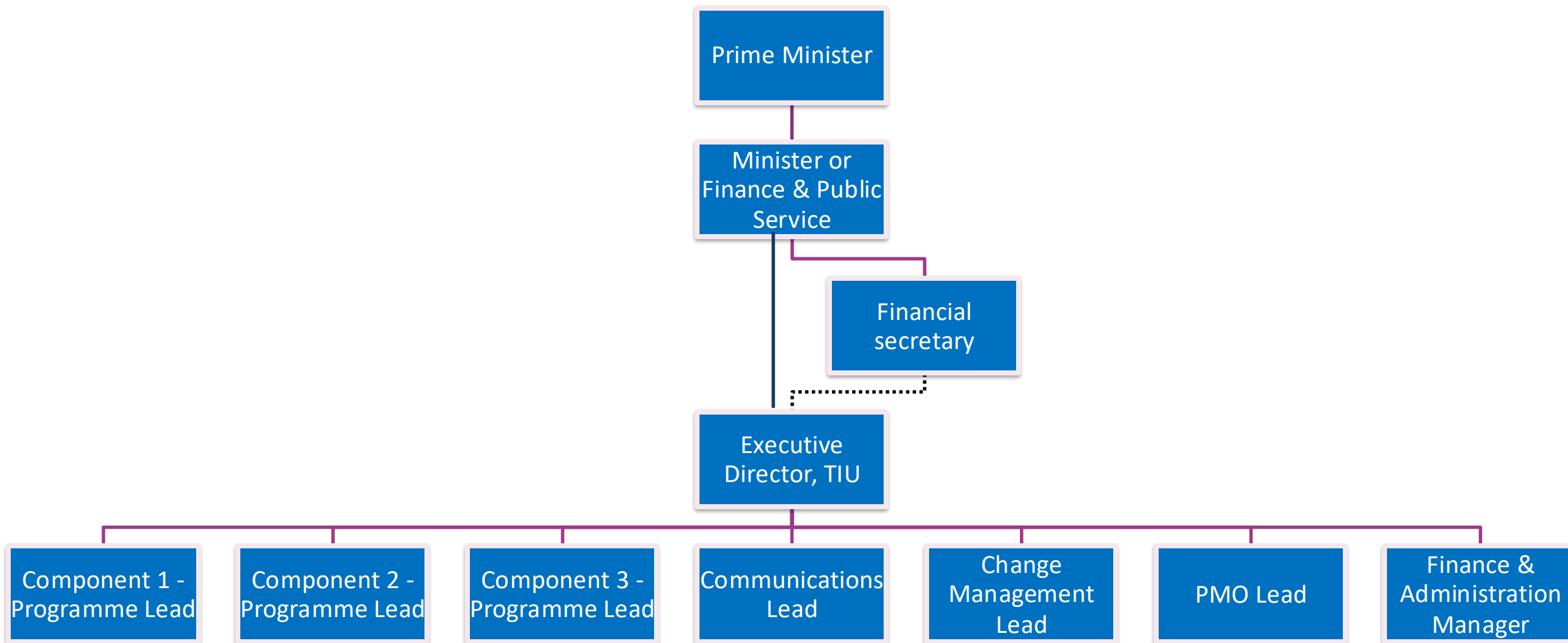
A modern public service that is fair,
values people, and consistently
delivers high quality services



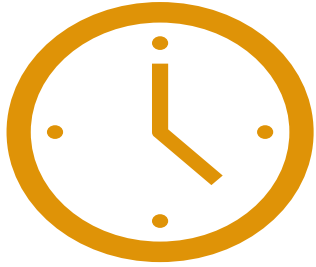
MODERNISING THE STATE AT A GLANCE



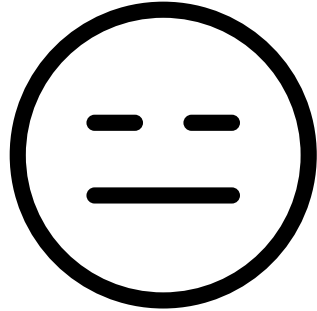
THE TIU



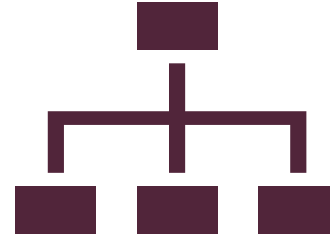
THE CHALLENGES



**Long wait times –
e.g. hospitals**



**Unsavory
practices**



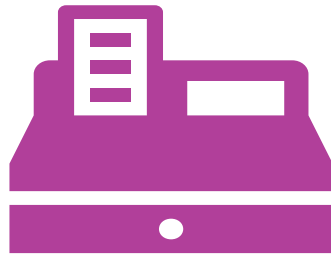
**Excessive
bureaucratic
processes**



**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

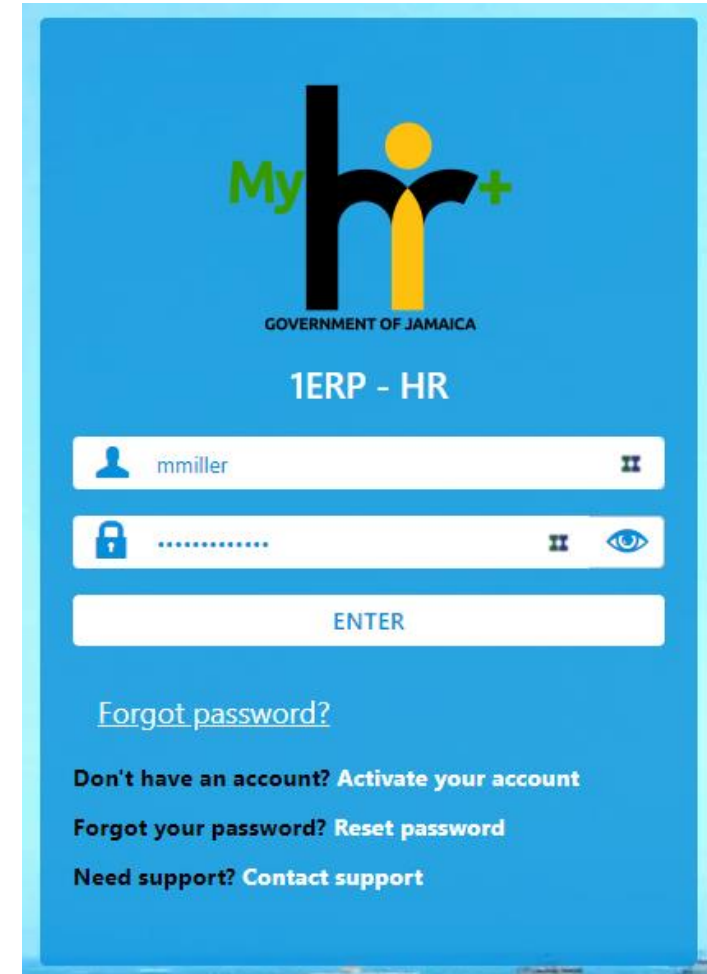
Public Sector Transformation





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



The image shows a screenshot of the MyHR+ login interface. At the top, there is a logo with the text "Myhr+" in green and black, and "GOVERNMENT OF JAMAICA" below it. Below the logo, it says "1ERP - HR". There are two input fields: the first for a username (containing "mmiller") and the second for a password (containing dots). Below these fields is a button labeled "ENTER". At the bottom, there are three links: "Forgot password?", "Don't have an account? Activate your account", and "Forgot your password? Reset password".



**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



Emily Bean
SysAdmin



HUMAN RESOURCES

- PERSONNEL
 - PEOPLE
 - EMPLOYEES
 - EMPLOYEES PER MDA
- CORE DATA
- FUNCTIONAL SITUATIONS
- POSTS
- BENEFITS
- ATTENDANCE
- MEDICAL INFORMATION
- BENEFICIARIES
- AWARDS

PERSON

First name

Middle name


Last name

Photo

Mark

Orlando

Anderson



TRN

NIS

NIDS

Disabled

Birth

Age

0912324000

B685471

No

1968/03/04

48

Gender

Maiden name

Title

Male

Corporal

Country

Marital status

Parish of birth

Jamaica

Married

Kingston

Appointment

Nationality

Birth certificate

2010/01/01

Jamaican

BA80101013

Addresses

Contacts

Documents

Dependents

Emergency contacts

Memberships

Work permits

Attachments

Qualifications

Addresses

| Address | Parish | Permanent | Current | Mailing | |
|--------------------------------|----------|-----------|---------|---------|--|
| 54 Haining Crescent Kingston 5 | Kingston | 0 | 1 | 1 | <div>View</div> <div>Edit</div> <div>Insert</div> <div>Duplicate</div> <div>Delete</div> |
| PO Box 509696 | Kingston | 1 | 0 | 0 | |

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

MyHR+ BENEFITS

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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