## HUMAN RESOURCE INFORMATION SYSTEM (HRIS) PROGRESS REPORT

##

**Background Information**

## Ministry of Gender Children and Social Welfare, with support from Capacity*Plus*, is implementing a human resource information system that will capture data on their workforce. This data can then be used in planning, recruitment, deployment, and other HR decisions. An HRIS technical team comprised of representatives from the Planning, IT, Social Welfare and HR departments has been driving the development of the HRIS with technical Assistance of Capacity*Plus*. This technical team is coordinating with the various stakeholders on roadmap activities.

The project commenced in June, 2012 and is expected to run until September, 2014. The main beneficiary of this project is Ministry of Gender Children and Social Welfare’s Human Resource Department.

The report highlights major activities implemented so far and describes further steps to be undertaken in the project.

1. **Project Conceptualization**

A meeting was held between the PS for MoGCSW, a USAID representative and a Capacity*Plus* representative to brief the PS about the project and its scope. The PS gave an approval for the project kick-off and provided a team of members who were to take an active part in the implementation of the HRIS project.

1. **HRIS Senior Leadership Group (SLG)**

After consultations on what would work best for the Ministry, it was decided that a Senior Leadership Group (SLG) in as far as the HRIS project is concerned would be construed as Management Team in the MoGCSW of which Directors are part.

1. **HRIS Technical Team**

The Malawi HRIS Technical Team is a Government of Malawi-led group of technical experts located in the Ministry of Gender, Children and Social Welfare. The HRIS Technical Team has been making programmatic and technical recommendations to the SLG through the representation of the Directors who are part and parcel of the SLG.

**3.1 Composition of the Technical team**

This team comprises officers from the IT section, Human Resource section and the Planning section. The Capacity*Plus* Consultant has been and will continue to be part of this team during the period of her contract.

**3.2 Terms of reference of the Tech Team**

* Provide technical advice to the SLG Committee
* Coordinate and support planning of HRIS Program as directed by the SLG
* Follow-up on the action points agreed at monthly SLG meetings
* Facilitate implementation, monitoring and evaluation of HRIS Program
* Develop progress reports for the development of the HRIS and disseminate to the SLG
* Conduct research to provide basis for evidence-based decision making
* Conduct a needs assessment to determine equipment requirements and specifications
* Build capacity of district-based staff to be manage the iHRIS software once installed
* Provide a link between district implementation teams and the national SLG
* Customize the iHRIS software for the Malawian context
* Be an implementation arm of the HRIS initiatives in Malawi.
1. **Formal Request to E-Government's for Support towards HRIS**

Before embarking on implementation of activities lined up in the HRIS project, the Ministry formally informed the E-Government about the project and further requested their support during implementation. E-Government provided a desk officer to be involved in the project implementation.

1. **Planning Workshop- Roadmap**

## Capacity*Plus* and the HRIS technical team have worked with MoGCSW staff to help them determine the specifics around the types of data and reports needed. A four day HRIS System Planning Workshop was held at the end of February involving 18 stakeholders from the MoGCSW and members of the HRIS Technical Team. The MoH was also represented as they will be adapting iHRIS for use in the health sector. The meeting resulted in key decisions on the adaptation that will be made to tailor the software for Malawi. These decisions included the finalizing the HR policy and management questions for the HRIS to address, and the top ten reports for the system to generate. A data collection tool to gather data that will be entered into the HRIS was drafted shortly after the planning workshop, and the drop-down menu choices were developed, which will also be used in the customization process. A regional iHRIS developer at the University of Dar es Salaam who has been adapting iHRIS for Tanzania’s social service workforce, Dr. Juma Lungo, has been providing remote support for the adaption of iHRIS in Malawi. He provided guidance as the Malawi team developed these tools, and has given feedback.

## Some of the data will be gathered from the DHRM system which is like a parent system housing all government data. This will be supplemented by the information in the paper registry. Data will be imported directly into the system- so the data collection tool was incorporated into the MoGCSW HRIS Generic template which Lungo has already developed.

1. **User and Institutional Assessment for the HRIS (Pilot)**

A user and institutional assessment was conducted in May and June in two districts, Mzimba and Lilongwe; two facilities, Mpemba Reformatory and Lilongwe Social Rehabilitation Centers; and Ministry headquarters. Data was collected to identify gaps in the capacity of people at the districts and facilities to use technology like computers and the internet. It also identified gaps related to hardware and software to determine what needs to be done to make the districts ready for the HRIS. Information gathered during the assessment showed that most (HR) functions are centralized at Ministry headquarters. The Ministry’s eventual goal is to decentralize these functions; however this has yet to occur. A decision was made by the team to focus on strengthening the headquarters system first, and then rolling out to the districts in phases. A list of equipment needs has been reviewed and prioritized based on this direction.

1. **Capacity Building for Key HRIS Personnel**

Capacity*Plus* supported a delegation of four people from the Ministry to attend the “iHRIS Academy”, an initiative of the University of Dar es Salaam held on their campus in August. The aim of the training was to equip participants with the relevant skills of developing, implementing, troubleshooting, and utilizing the HRIS system. The workshop also offered a great opportunity to share and discuss iHRIS implementation, experiences with other implementers from the region and to gain new insight into important implementation topics. Members of the Malawi delegation strengthened their own knowledge of the software and its use, and how to continue to best utilize it for the MoGCSW’s needs.

1. **Equipment Specifications and Procurement of Requisite Hardware and Software (Pilot)**

Following the User and Institutional Assessment, the technical team met to write a report and determine specifications required for the procurement of hardware and software needed for the project. Below are some of the recommendations that were derived:

1. There is need to purchase and provide new hardware and software including anti-virus at the pilot sites for the hosting of the system.
2. There is need to organize training for users before the system is put in place.
3. The Ministry should formally introduce the system to the District Councils for supervision and ownership.
4. The project needs to work closely with the Management Information Systems Officers (MISOs).
5. There is need to organize tailor made training in Linux system targeting the central ICT personnel and the MISOs at the district council level.
6. There is need for short and long term training for ICT personnel in Linux.
7. There will be need to identify a reliable internet service provider to ensure efficient internet connectivity and provide a budget line to cater for monthly subscriptions.

The main output of this exercise was the development of equipment and human resource capacity gaps requiring to be procured and training respectively. The following list of equipment was developed and provided to Capacity*Plus* for further planning towards procurement:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Location** | **No of Desktop Computers** | **No of Laptops** | **No of Printers** | **No of UPS** | **High Speed Scanner** | **Server Rack** |
| ICT Unit (Central level) | 1 | 1 | 1 | 1 | 0 | 1 |
| Registry (Central level) | 4 | 0 | 1 | 11 | 1 | 0 |
| Mpemba | 3 | 0 | 1 | 3 | 0 | 0 |
| Social Rehabilitation | 2 | 0 | 1 | 2 | 0 | 0 |
| Mzimba | 5 | 0 | 1 | 5 | 0 | 0 |
| Lilongwe | 4 | 0 | 1 | 4 | 0 | 0 |
| **Total** | **19** | **1** | **6** | **26** | **1** | **1** |

Capacity*Plus* contacted several IT Companies of which Compubyte was preferred to the others. Specifications that were collected from Compubyte were forwarded to the Ministry for verification and a “no objection” was granted to go-ahead and the procurement has been finalized. Compubyte will be delivering the equipment to LATH for labeling and eventual delivery to the Ministry and Pilot centers with the involvement of the IT personnel from the Ministry.

**9.0 Next Steps**

**9.1 Set-up HRIS Server**

This activity will be done by Ministry staff with support of Lungo or other member of global iHRIS team.

**9.2 Data collection to fill identified data gaps**

This activity has been suggested because during the HRIS System Planning workshop in Salima, it was discovered that the information regarding areas is not available in the HR office. A team of four people and a driver will go to the sites to collect this information.

* 1. **Setting-up of the HRIS System in Pilot Sites**

This will be done by Lungo or other members of global iHRIS team with the involvement of the Ministry staff as part of capacity building of the team which will be managing the system.

* 1. **Training for Data Entry Teams (Pilot)**

This activity is aimed at training data entry staff to be drawn from the facility/districts to be involved in the pilot. During the training, some data will be entered to ensure that participants become conversant with the process before they leave for their stations.

* 1. **Data Entry**

This activity will be a continuation of the data entry exercise that will have started during the training. It will be done at the facilities/districts.

* 1. **Assessment and documentation of Results for Roll-Out**

The pilot phase is largely a learning experience for this project as such, apart from the day to day documentation that will characterize it; there will be need to conduct a review meeting solely aimed at putting together all the lessons learnt and plan ahead of the roll out phase in light of the lessons learnt.

1. **Roll-out Phase**

The roll-out phase will take a similar format to that of the pilot phase with scaled-up implementation as the project will now be going to all the 28 Districts. Hence during roll-out the following activities will be conducted:

* 1. **Conduct User and Institutional Assessment for the HRIS (Roll-Out)**
	2. **Procure requisite Hardware and Software for (Roll Out)**
	3. **Set-up HRIS System in Roll-Out Sites**
	4. **Conduct Training For Data Entry Teams (Roll-Out)**
	5. **Conduct Data Entry (Rollout)**
	6. **Conduct Training For Data Managers and Users**

This training will be conducted for people who will be using and managing the data. These are people at management level and some of them will be people at district level who will be interacting using the date and managing it.

* 1. **Review data from roll out (periodically) for continuous improvement**

**11.0 Challenges**

The major challenges encountered in this project so far are the delays experienced in getting the project officially started as we experienced a little bit of a delay while waiting for the Ministry to give the green light to move forward on the HRIS. Another major challenge has been delays in the procurement of requisite equipment and Software.

The project is IT-based and hence will require a strong IT section which can help in troubleshooting when the system is in place.

**12.0 Recommendations**

* There is need for long-term training for an IT specialist to act as a backbone during implementation when the system is in place
* In the short run, the Ministry will have to make full use of the HRIS e-forum where help on the day-to-day system challenges is offered.