



Quidgest

CASE STUDY



The government of East-Timor implements Personnel Management System

Quidgest developed a Personnel Management system to manage the human resources of the public service in East-Timor. The system consists of a central interface and web access provided to several agencies that report to the Commission.

The Public Service Commission

In 2008 the IV Constitutional Government of East-Timor created a new Public Service Commission, a central agency free from political interventions responsible for managing civil servants and short-term workers.

The challenge

One of the Government's priorities was to automate processes, especially within the Public Sector. Previously, 12000 civil servants and 4000 temporary contracted were managed using a database in Excel and Access, which contained very limited information. Unreliable data was kept on one pc without internet connection which disabled information sharing.

Hence, in the same year the commission was constituted, Quidgest was challenged to develop a suitable information system in the context of the United Nations

Development Program, which gathers detailed information and facilitates human resources management.

The solution: PMIS

The similarity between the Timorese and Portuguese civil law enhanced compatibility with legislative requirements.

The PMIS (Personnel Management Information System) allows transparent communication across the Timorese Public Sector (including ministries and National Directorates).

Agencies have online access to information related to their employees. Only the Public Service Commission has access to information related to Public Services.

In a first stage, the system was implemented at the Public Service Commission, followed by enabling web access for all institutions that report to the PSC.

This IT solution manages 26000 civil servants and 4000 temporary contracts and covers all information regarding each employee, namely:

- personal data;
- age structure;
- professional history;
- regional distribution;
- academic qualifications;
- performance appraisal;
- absences;
- beneficiaries.

Development of an Employee and Manager Portal

To complete the project, two portals were developed subsequently: An Employee and a Manager Portal. Both are connected to a central database to provide managers direct access to relevant HR data and to enable employees to run queries, and to view and update their data regarding absences, addresses, seniority, holiday schedules etc. Moreover, the Manager Portal allows creating reports and statistics according to different criteria (age, gender, district, etc....)

Results

The implementation of new processes led to modernization of the Timorese Public Sector and use of the latest technologies.

The usability of the system and process monitoring were important factors to change the existing paradigm of the country's public sector. Many manual processes were streamlined and are now done automatically.

This Human Resources Management solution supports

managing geographically dispersed employees, while obtaining a comprehensive perspective and strategic vision of the Timorese Public Services.

Data is imported directly into the central database by the institutions, which stimulates transparency and fairness required for the country's reconstruction and reinforces the credibility of the management.

The solution encourages decision making based on effective and consistent data, ensuring greater reliability.

"Quidgest left a positive impression on me as they fully met our needs, offering an intuitive tool specifically developed to address the situation in East-Timor.

Many difficulties arose during the project implementation: lack of qualified local staff, unstable political situation and changes to the development specification. However, Quidgest always demonstrated professionalism and commitment in delivering a comprehensive management system, as expected."

Libório Pereira, *Chairman of the Board of the Timorese Public Administration*

"We believe that this initiative was a success, as we provided the Timorese government with a management tool of great importance. The online available database containing data of 12 000 employees brings East-Timor to the forefront of best practices in E-Government."

Cristina Marinhos, *CEO Quidgest*

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