



II INTERNATIONAL SEMINAR "INNOVATIVE
EXPERIENCES IN EFFECTIVE PUBLIC
MANAGEMENT" 13-14 MARCH 2014, PANAMA
CITY
PANAMA

Presentation by: Victor L. Brown
Business Process Re-engineering Specialist
Public Sector Transformation Unit
Cabinet Office
Government of Jamaica
876-946-4536

Impact of Innovation On Public Sector Transformation



- Allowing Ourselves To Boldly Go Where No Man Has Gone Before

Jamaican Public Sector Transformation

- Rationale
 - A bloated bureaucracy
 - Duplication and overlapping mandates and functions
 - Antiquated systems and structures
 - Complex processes resulting in high transactional costs
 - Silo operations
 - Archaic statutes
 - Lack of or insufficient use of ICT
 - Limited financial and material resources

Master Rationalization Plan

- Public Sector transformation entails rationalization and restructuring of government's functions with the introduction of new governance modalities to increase efficiencies and cost effectiveness.
- **It requires a radical change in structures, systems, processes and people.**
- It is manifested in improved performance, higher productivity, more efficient and effective service delivery, greater transparency, increased accountability, proper use of public funds and resources and greater responsiveness to the needs of the people we serve.

Key Transformation Enablers

PEOPLE



TECHNOLOGY







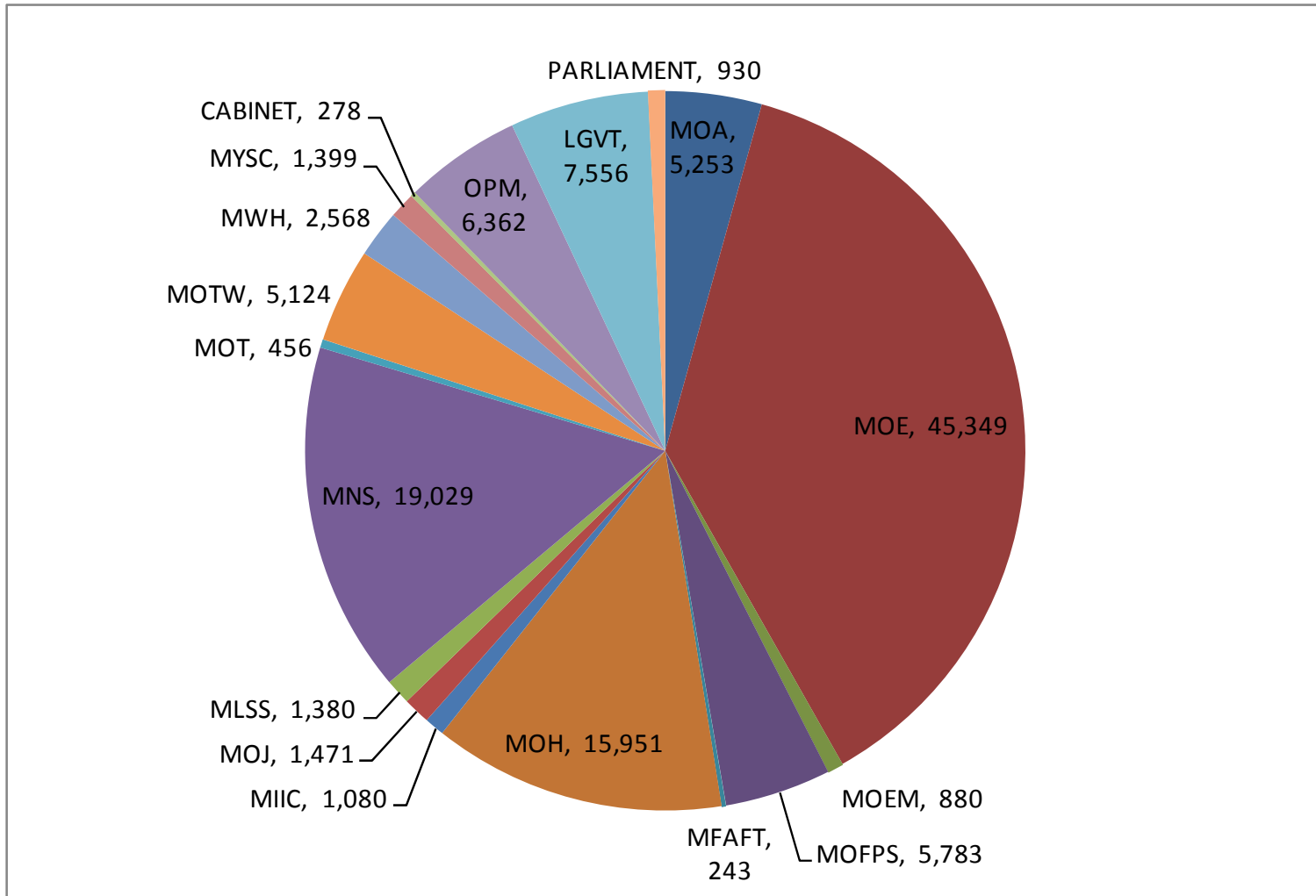
Two Examples of Innovation

- Managing Human Resource Information Better
- Leveraging Public Assets To Support Initiatives

Managing Human Resource Information Better

- PSTU Initial Findings from Census data - Ministries, Departments and Agencies numbers/analysis
- Based on the information provided by all MDAs there were 121,092 persons employed in the public sector as at June 30, 2010. The Ministries of Education (37.4%), National Security not including the JDF (15.7%) and Health (13.2%) employ a total of 66.3% of the public sector.

Managing Human Resource Information Better



Managing Human Resource Information Better

- Database Information - collected information in seventeen (17) fields, to include :
 - name of employees;
 - date of birth;
 - government issued identification numbers (TRN and NIS);
 - post description and classification;
 - employment status (permanent, contract or temporary);
 - date of employment and appointment;
 - highest level of qualification;
 - leave entitlement and leave accumulated as at specific date; and
 - total annual compensation (inclusive of basic salary, allowances and motor vehicle allowances)
 - administrative head, entity/department,
 - gender

Managing Human Resource Information Better

- Findings & Automated calculations
 - Population of public sector by MDAs
 - Gender distribution by MDAs
 - Central government vs rest of public sector
 - Date of birth discrepancies
 - Impact on pension and retirement planning
 - Possible instances of fraud (to work longer)
- Age distribution

Managing Human Resource Information Better

- Findings & Automated calculations (continued)
 - Demographic of retirement
 - Within 10, 5, 4, 3, 2, & 1 year
 - Pension liability by MDAs
 - Qualification across public sector and areas of qualification
 - Years of service by MDAs
 - Discrepancies and numerous pay scale classifications
 - Variance of vacation leave entitlement & contingent liability for accumulated leave
 - Compensation by sector of government

Managing Human Resource Information Better

- Punctuality Report
 - Records all forms of absence
 - Automatic calculation of leave earned to date
 - Time lost from lateness
 - Number of times late
 - Leave balance (leave earned – leave taken)
 - Automatically populates monthly report for every employee in summarize format

Leveraging Public Assets To Support Initiatives

- We leveraged ownership of the public rights of way to get no cost access to telecom providers telecommunication infrastructure on the basis that private companies making a profit while utilizing the public rights of way
- They therefore have a duty to compensate the state whether in kind or cash for the use of that right of way.
- To date of the 3 telecom operators we have ROW agreements with 2 of them



Kingston – Underground Fiber Optic Cable Installation





Maxfield Avenue



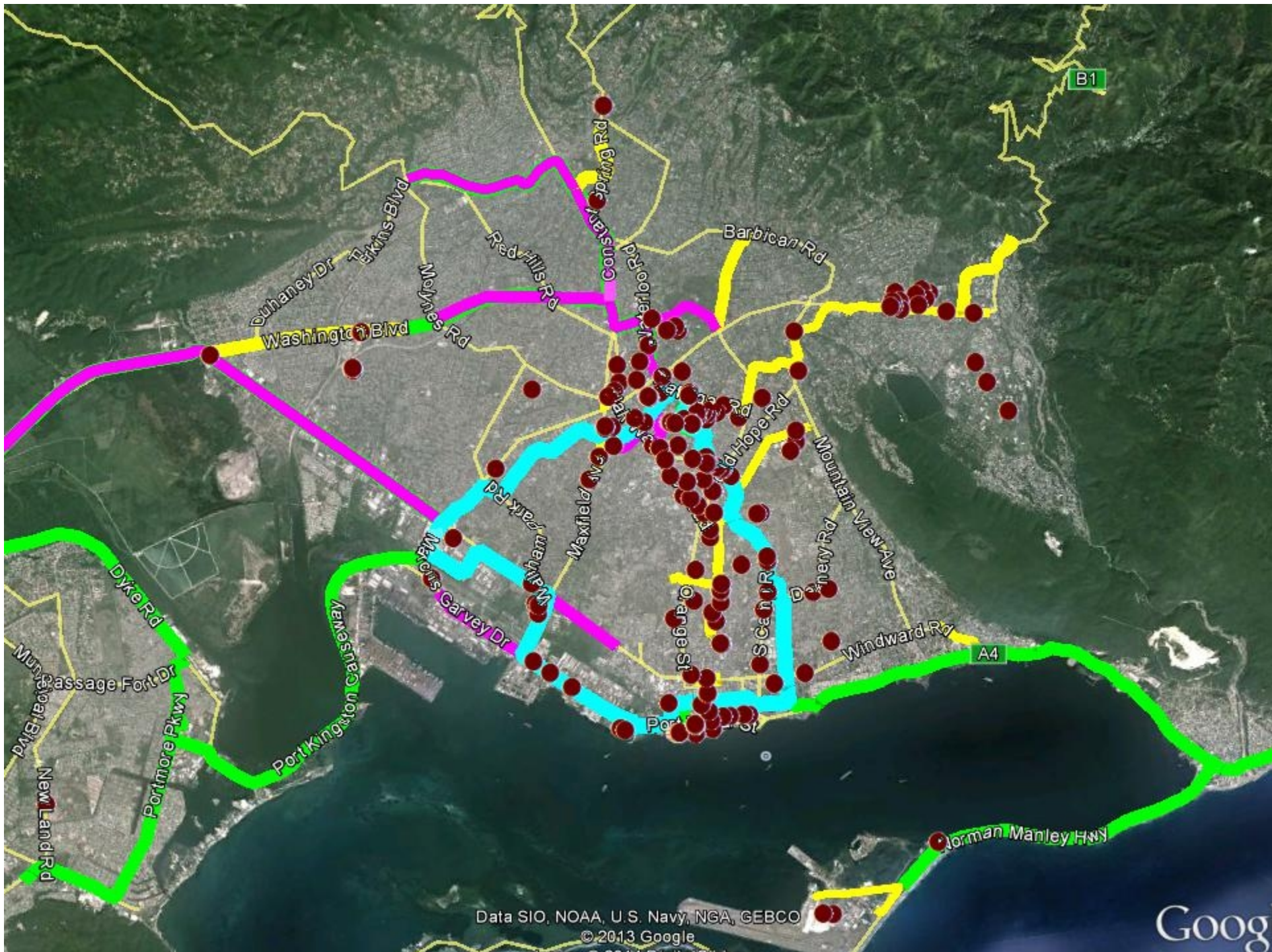
West Kings House Rd



New Kingston



Sandy Gully Bridge



Data SIO, NOAA, U.S. Navy, NGA, GEBCO
© 2013 Google
Image © 2014 DigitalGlobe

Goog





THANK YOU