

CASE STUDY

Employee Self Service

MyHR+
Putting
HR at Your
Fingertips



Ava Lloy Rainford
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HR processes have been largely manual, paper-based and time consuming; this has slowed productivity and caused inefficiencies. Employees have been frustrated with long timelines for basic requests, such as, leave approval and data inaccuracies when requests or updates are made. With the rollout of **MyHR+**, an information technology-integrated HR system, the challenges experienced by the average public sector employee for transactional services, have now obtained a solution.

A closer look at MyHR+



Efficiency in HR
Management &
Administration



Greater
Access to
Information



Data Analysis
and Informed
Decisions



Cost
Effective



Security &
Disaster Recovery

Summary

This case study outlines the experience of a public sector employee after her organisation went live with **MyHR+**.

Background

In 2017, the Government of Jamaica (GOJ) began introducing **MyHR+**, an integrated HR and payroll management information system, to the public sector. The introduction of the system has been improving the delivery of service to employees and creating more meaningful employment experience for HR and payroll staff. It also means that the GOJ can now collect and manage HR data better; plan for HR needs in a comprehensive way; monitor and control its wage bill; and effectively utilise existing skills in the public service.

Ava Lloy Rainford is an Executive Assistant in the public sector. Like many public sector employees Rainford believes that the level of internal customer service can be significantly improved especially in HR. These include long wait times for basic HR functions such as approval for leave, employment verification letters and updates to personal records.

*"[The **MyHR+**] system is necessary because it solves the challenges of access to personal information; this way we don't have to go to HR to request basic documents. We can also update our records on the system from anywhere, which is great. I have noticed the improvement in HR services since a lot of the time-consuming processes have been minimised." Rainford.*

The Solution

Through the use of **MyHR+**, Rainford has been able access her payslips outside of the office. She is pleased with the elimination of lengthy wait times for the Accounts and HR departments to manually search for physical documentation to process her requests or update her information.

Rainford has adapted quite easily to the system since its official implementation. She retrieves her pay slip and stores them electronically.

MyHR+ has even brought to light an error with Rainford's salary that was missed for quite some time. "I discovered an anomaly with my pay around the time that I started using the system. There was error that was made on the part of accounts. They were deducting money incorrectly and transferring it to the wrong account and if it wasn't for **MyHR+**, I wouldn't have found out about it," said Rainford. Senior Business Analyst on the **MyHR+** team worked fervently with Rainford to sort out the error in her deductions.

This experience has reinforced the necessity of the system to Rainford. She is eager for the full rollout of the system, public sector-wide and is keen on having her approvals submitted online. That way, while on vacation, she will no longer have to come to the office to receive her payslip.

The Results

MyHR+ is already proving its worth in the public sector as workers are content with its current efficiencies and are eagerly looking forward to experiencing the full capabilities of the system. Improved timeliness and the alleviation of static, manual data retrieval woes are a major win for employees. This saves time and increased productivity of all employees in the public sector.