

# CASE STUDY

HR Department – Passport, Immigration and Citizenship Agency

MyHR+  
Putting  
HR at Your  
Fingertips

## Summary

This case study outlines the experience of the Passport, Immigration and Citizenship Agency in going live with its HR component using **MyHR+**.

## Background

To transform an organisation, the HR department must be first transformed. That's the approach being taken at the Passport, Immigration and Citizenship Agency (PICA) and they are using **MyHR+** to provide the technological support to improve HR services.

Massia Bailey  
Training & Development Manager - PICA



*"This system with integrated payroll was definitely needed by PICA. We had a predominantly manual system. **MyHR+** helps us to deal with the transactional aspects of HR, computation of leave, employee records in the right place- allowances [and] benefits,"*  
Massia Bailey, Training & Development Manager - PICA

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.

## The Challenge

Generally, public sector workers have highlighted low internal customer satisfaction, and inaccurate data which lead to a poor view of HR departments. HR processes have been largely manual, paper-based and transactional. There is also lack of consistency in the application of HR processes and policies. This has slowed productivity and caused inefficiencies in how HR departments operate. Importantly, the public sector lacks an enterprise-wide system to manage its most vital resource – people; especially in terms of utilisation of skills.

The Passport, Immigration and Citizenship Agency (PICA), encountered challenges while executing HR functions. PICA relied solely on a manual system. It involved a tedious process to retrieve records and meet the needs of clients and internal customers in a speedy manner.

**MyHR+** provides a solution for ministries, departments and agencies (MDAs) to plan effectively for employee needs, measure performance and predict and control costs.

*"Somebody would have to physically go for a file or certain data was on an excel spreadsheet and it was hard to meet the needs of our clients in a timely manner,"* Bailey.



GOVERNMENT OF JAMAICA

## The Solution

The introduction of **MyHR+** enabled the HR team to quickly and efficiently carry out daily functions. As early as June 2016, the team received sufficient training and support to confidently go live, which eased the manual-to-automated transition process.

Since July 2017, the system is being used agency-wide and staff are able to access and print data, according to access levels.

There are long-term benefits, including improved efficiency across the agency. With the digitisation of records, the PICA team are confident that they are meeting compliance requirements and can assure quality management that enables growth for PICA.

According to Bailey, the system has also proven its efficiency in a particularly notable scenario:

*A staff member fell ill on his way to work and was non-communicative. PICA's HR was alerted and Bailey found his next of kin while she was out of office. This saved time and ensured the safety of the employee. With the previous manual process, the solution would have come in a longer time span and would have caused a more unfavourable outcome.*

### BENEFITS include

- Efficiency in HR & Employee Management
- HR Standardisation
- Greater access to data to enable strategic planning

## Conclusion

These results prove the efficiency of **MyHR+** and as an HR system and benefits can be realised across the public sector. HR professionals as well as executive staff can resolve employee issues in a timely manner through the system's alleviation of data collection/analysis woes.



### PHASE A

- HUMAN RESOURCE MANAGEMENT
- PAYROLL MANAGEMENT
- EMPLOYEE SELF SERVICE

### PHASE B

- MANAGER SELF SERVICE
- CLAIMS
- RECRUITMENT AND SELECTION
- PERFORMANCE MANAGEMENT
- TRAINING MANAGEMENT
- ORGANISATIONAL CHARTS



Transformation Implementation Unit | 6 Saxthorpe Ave. | Kingston 8

Email: [letusknow@transformation.gov.jm](mailto:letusknow@transformation.gov.jm)

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