



ReSPA

Regional School
of Public Administration

BUILDING TOGETHER
GOVERNANCE FOR THE FUTURE

Workshop

Digitalisation of Human Resources Management Data and Processes in the Western Balkan

17-18 May 2022

Draft Discussion Paper and Agenda

Background

Since its inception, ReSPA has contributed to the development of human resources and administrative capacities through training programmes and various cooperation initiatives, such as the exchange of good practices, peer reviews and development of know-how.

In November 2018, ReSPA Strategy 2019-2024 was adopted and the two-year Programme of Work with an Action Plan was developed. ReSPA Strategy recognises that further professionalisation and depoliticisation are needed for adequate improvement of the public administration capacity in the Western Balkans (WB). In accordance with SIGMA findings, the institutional capacities for ensuring adequate implementation of HRM practices are limited. All WB countries face similar challenges in the public service and in Human Resources Management (HRM). Improving professionalisation and depoliticisation of the senior civil service has been a focus of ReSPA from its establishment and will be continued with the main focus on the following areas identified by the beneficiary administrations of the region: merit-based recruitment and selection and performance appraisal and career development. Nowadays a modern HRMD cannot be imagined without IT tools and opportunities that digitalization offers in building a professionally competent public administrations in the Western Balkans that is able to meet the needs of the citizens and to handle the EU integration process. Moreover, availability of good quality data is one of the main prerequisites in improving the professionalism of the civil service.

At the meeting of the HRMD WG held in September 2015 the participants had an opportunity to learn about the HRMIS developments in Albania and to compare and contrast their own activities in this regard with those in other ReSPA members.

As a practical follow-up to this meeting, during May 2017, ReSPA produced the “*Baseline Analysis on HRMIS in the WB region*”. The baseline reviewed the current state of progress related to development of HRM dedicated IT systems, sharing information and different solutions implemented in various WB countries and provided recommendations for further regional cooperation in this area. The Analysis highlighted the achievements and inspiring practices, as well as difficulties and some other IT peculiarities such as outsourcing/in house developments, source code ownership, maintenance, security, interoperability, models for data exchange and data accuracy.

In July 2020 ReSPA produced a study *Making Merit Recruitment Work: Lessons from and for the Western Balkans* which states that it should be a priority for several countries in the Western Balkans to establish functional human resources management information systems including central portals for the online management of civil service recruitment. If set up properly it makes the examination and selection process more convenient and efficient both for the candidates and the administration

In 2020 ReSPA produced an updated study on HRMIS with examples of good practices and recommendations for further improvement. The study was presented at the online Workshop held in December 2020. As a follow up activity, the WG members proposed preparation of a self-assessment framework for HRMIS which would support WG members in regular updating of the study and monitoring of the progress made.

ReSPA shall organise a workshop which shall provide the floor for learning, sharing and exchanging experiences on HRMIS implementation, trends, practical solutions and ideas among the WG

representatives. The workshop will be held on **17-18 May 2022** in Montenegro.

This workshop shall provide an opportunity for:

- Presenting the progress made as of 2020 in HRMD digital transformation across the Western Balkan and obtaining comments/proposals for finalization of the study on HRMIS
- Presenting the inspiring practices from the Western Balkans countries
- The workshop shall be used for presenting the self-assessment framework for monitoring of HRMIS, the current state of art in each ReSPA member.
- Presentation of digitalisation of HR processes planned in current PAR strategies of ReSPA members
- Emerging technologies and trends and their impact on HRMIS

Objectives

The main objective of the Workshop is to have a better understanding of the digitalisation of the HRM data and processes in the Western Balkans through in-depth discussion and exchange of good practices among ReSPA members

The main results expected are:

- Overview of the HRMIS in the Western Balkan presented
- Several regional and EU inspiring practice examples identified, presented and discussed
- Study on monitoring of HR finalized in line with inputs obtained.

Target Group

This workshop targets the HRM Working Group members:

- Senior managers with responsibilities for HRM in the Ministries in the region, in particular, from HRM office, Ministry of Public Administration, Ministry of Economy, Ministry of Justice,
- Officers dealing with HRM analytics and data policy.

PROVISIONAL PROGRAMME

DAY I: Tuesday, 17 May 2022

09:00-09:15	Welcome and introduction to the workshop, <i>ReSPA Programme Manager</i>
09:15-10:30	Key findings: Technical side of the HRMISs (servers, authentication, interoperability, emerging technologies, cloud etc.) - main findings of the study, <i>Mr. Driart Elshani</i> <i>Tour de table (5" for each administration)</i> <i>Feedback & discussion (25")</i>
10:30-10:45	Coffee break
10:45-12:15	Key findings: Functionality of HRMISs - scope, data entry, data accuracy, user groups, <i>Mr. Driart Elshani</i> <i>Tour de table (5" for each administration)</i> <i>Feedback & discussion (25")</i>
12:15-13:30	Lunch
13:30-15:00	Key findings: HRM modules : overview of the modules in use and overall digitalisation of HRM processes (30"), <i>Mr Driart Elshani, Mr Kaido Paabus</i> <i>Tour de table (5" for each administration)</i> <i>Feedback & discussion (25")</i>
15:00-15:15	Coffee break
15:15-16:45	HRM modules Zoom in: HR records keeping (30") , <i>Mr. Kaido Paabus</i> <i>Tour de table (5" for each administration)</i> <i>Feedback & discussion (25")</i>
16:45-17:00	Wrap up of the day, <i>ReSPA Programme Manager</i>

DAY II: Wednesday, 18 May 2022

09:00-9:15	Reflection of the day 1, <i>ReSPA Programme Manager</i>
09:15-10:30	HRM modules Zoom in: Recruitment, (or training or performance appraisal) TBC, <i>Mr. Kaido Paabus</i> <i>Tour de table (5" for each administration)</i> <i>Feedback & discussion (25")</i>
10:30-10:45	Coffee break
10:45-12:15	HRM modules Zoom in: Reporting , <i>Mr Kaido Paabus</i> <i>Tour de table (5" for each administration)</i> <i>Feedback & discussion (25")</i>
12:15-13:30	Lunch
13:30-15:00	Regional good practices (TBD)
15:00-15:15	Coffee break
15:15-16:45	EU good practice – Case of Estonia (TBD) Presentation <i>Questions and answers (15")</i> <i>HRMIS self-assessment framework (30")</i> , <i>Mr Kaido Paabus and Mr Driart Elshani</i>
16:45-17:00	Conclusions, final words, <i>ReSPA Programme Manager</i>