



Republic of Croatia  
Ministry of Public Administration

***Register of employees in the public sector and the central payroll system***

The 7th European Quality Conference  
Vilnius, 03-04 October 2013





# Human Resources Management is...

- A series of **interconnected** activities and tasks of management and organizations aimed at ensuring an adequate number and structure of employees, their knowledge, skills, interests, motivation and other behaviors necessary to achieve the strategic goals of the organization.



# Strategic goal...

- **MISSION of MPA** is permanent enhancement of the public administration system with a view to ensuring and protecting public interest, legality of work and provision of services through which citizens and business entities exercise their rights.
  
- **Strategic objective 3. To enhance the human resources management and development system in state administration**
  - **3.3 To establish a register of civil servants and public service employees, and enhance the public sector salary system**



## Project/register background...

- *One of the goals of the Economic Recovery Programme and current Government*
- *2011 - Act on Register of Public Sector Employees*
- *One of the major projects of integration*
- *Register of employees in the public sector is a set of data on employment in the public sector are main tool to establish a **quality** and **effective** human resources management system and centralized payroll.*

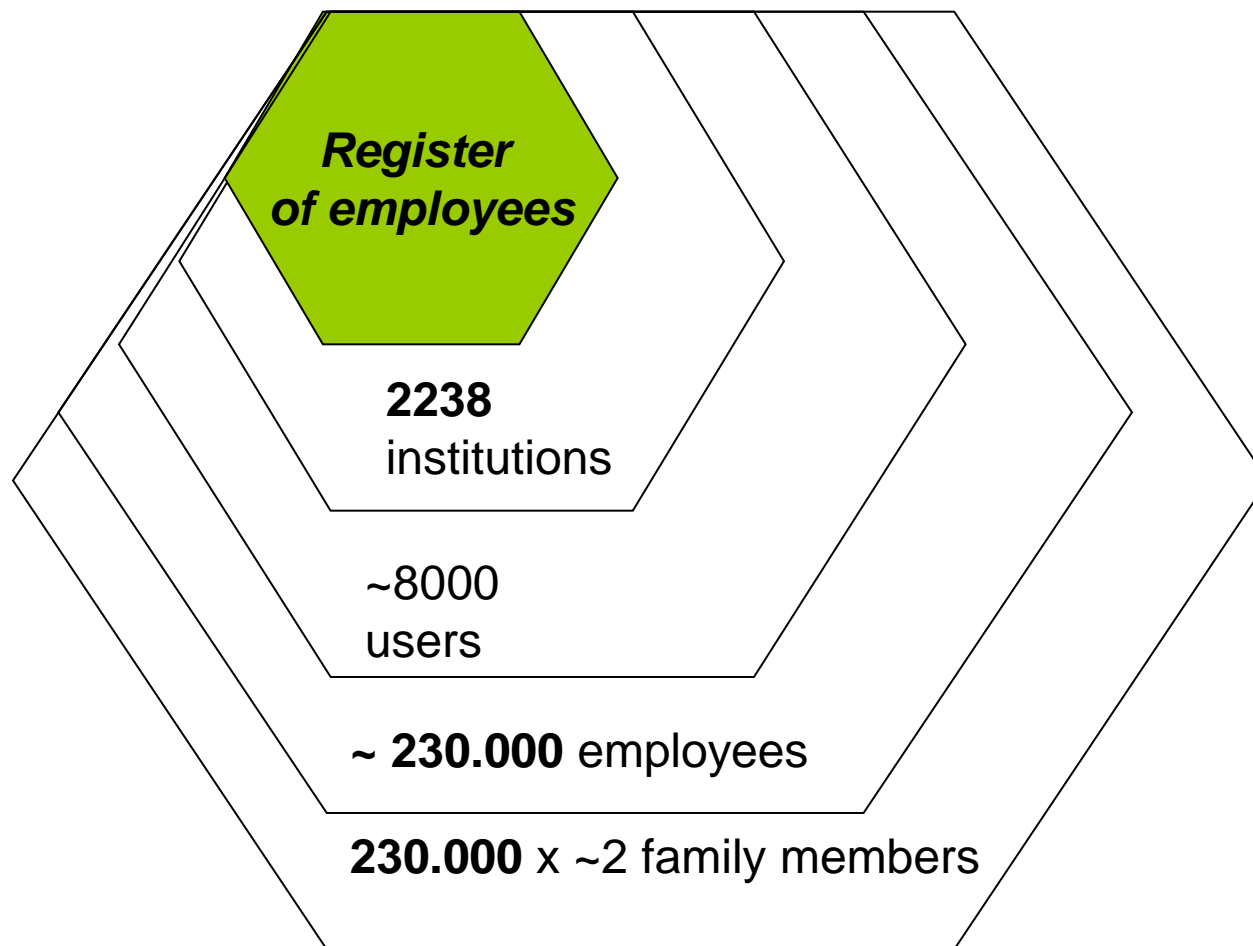


# Objectives...

- *Legality and fiscal responsibility in human resources management and calculation of salaries and gradually and other allowances and bonuses*
- *To establish a central database of all parameters and codebooks (eg. Work posts with coefficients and prerequisites")*
- *To simplify the process and reduce the amount of "paperwork" in the system as well unnecessary human work in the processes, this is the system that ensure standardization of horizontal processes across the system.*
- *To connect with other parent registers (eg police addresses, tax administration, health, pension and other),*
- *To provide a detailed breakdown of all statistical and financial data for better decision-making for planning policies and pay systems, and collective bargaining agreements, as well as better management of human resources within the individual sectors.*

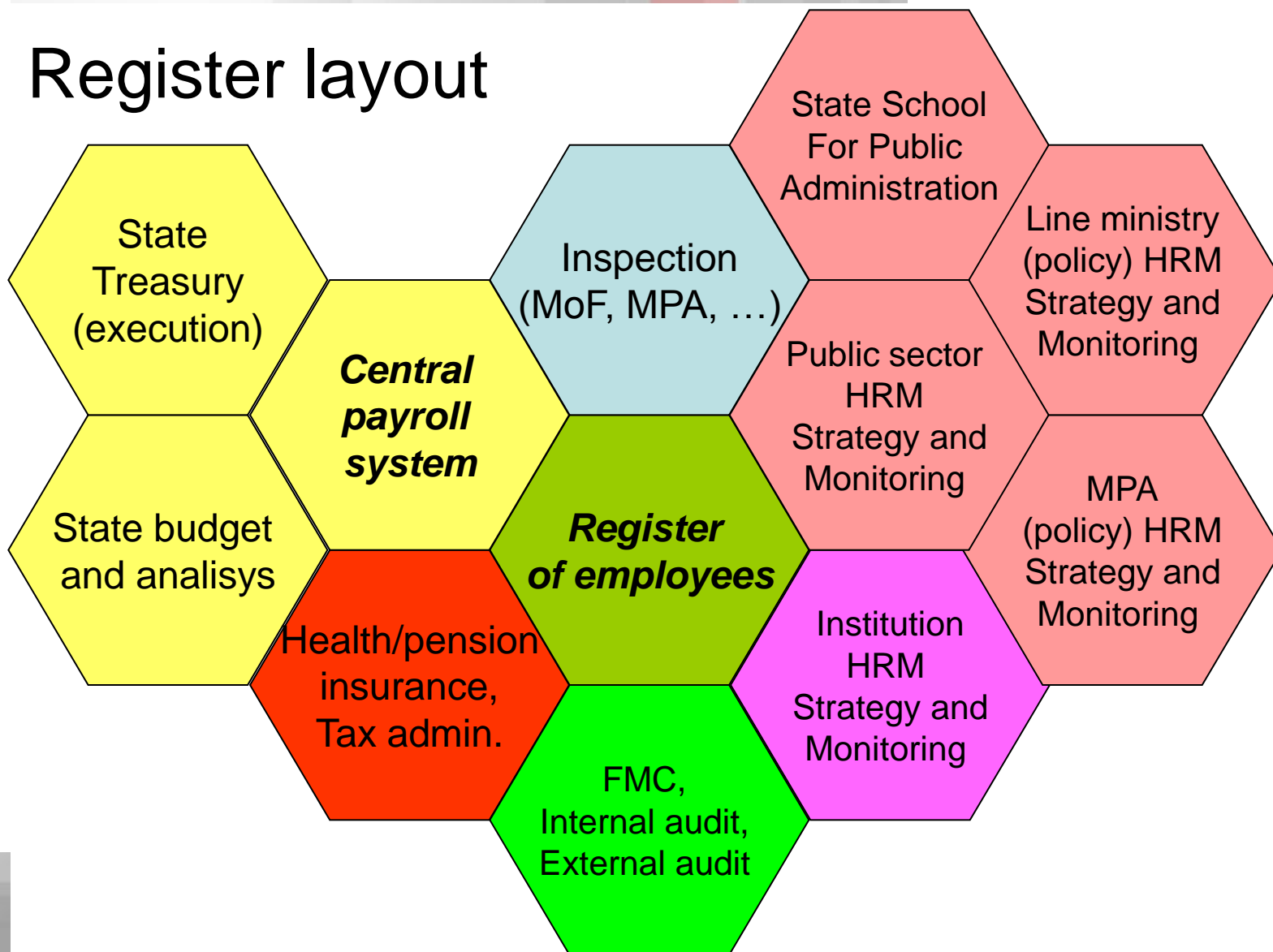


# Register today - numbers...





# Register layout





## Project potential

- *~ 230,000 employees in 2270 institutions (government bodies, the judiciary, education and science, health care)*
- *In full function 3 billion €/annual basis*
  - *Currently 80 institution (government bodies)*
  - *Plan to finalize in 2014.*
- *HRM modules to be finalised*
- *Real time connection with Treasury and other registers*





## *Results (outcomes) achieved*

- *Improved fiscal accountability*
  - Separation of duties - HRM and financial
- *Standardized and single point controllable system*
- *HRM - easy mobility of staff – only institution changed*
- *Information management system in real time*
- *Correction of discrepancies in the salaries system throughout public sector (coefficients, bonuses, collective agreement rights)*
- *Less paperwork and more efficiency, as well quality of the processes (HRM and financial)*
- *Better decision making on the state level*



# Lessons learned...

- Leadership of MPA is crucial
- Support of MoF is essential, as well line ministries
- MPA example - first to test and be part of system
  - Central government is to be first in the system
- IT partner for the system to be carefully selected
- Procedures for migration of data (for bigger institutions)
- Step by step approach – not all HRM and financial processes at once

## Conclusion...

- “The bee, from her work in the summer, eats honey all the winter”

