

INSTITUTIONALIZATION OF THE UNPAN PORTAL: A CASE OF MALAWI

**PRESENTED AT THE 8TH SADC UNPAN
REGIONAL WORKSHOP**

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PRESENTATION OUTLINE

- Overview and Background
- Why Institutionalize the UNPAN Portal
- DHRMD as a Co-ordinating Institution
- Initiatives Undertaken so far
- Enabling Infrastructure Available
- Way Forward



OVERVIEW AND BACKGROUND



MALAWI'S PARTICIPATION IN CPSI/UNPAN WORKSHOPS

- Malawi embraced the UNPAN/CPSI initiatives as far back as 2011 when it started patronizing UNPAN Workshops
- Participants to the workshops have largely been from the Department of Human Resource Management and Development (DHRMD)
- Unofficially, DHRMD has been acting as a coordinating institution on UNPAN activities



MALAWI'S PARTICIPATION Cont...

- Each year new participants were identified to attend the workshops and almost all of them have since been redeployed to other ministries and departments leading to loss of institutional memory on UNPAN activities since information was rarely shared

MALAWI'S PARTICIPATION Cont...

- Lack of official coordinating unit and focal point made accountability for dissemination of UNPAN information difficult
- Absence of a coordinating unit also led to lack of database where UNPAN/CPSI innovation evidence could be uploaded to, accessed and utilized by public servants & otherwise



WHY THEN INSTITUTIONALIZE THE UNPAN PORTAL?



INSTITUTIONALIZING UNPAN cont'd...

- Govt of Malawi is implementing a number of public service reforms aimed at modernizing the public service to make it more citizen-centric and responsive
- Official establishment of the Portal will ensure maximization of benefits from the UNPAN's global and regional knowledge repositories on proven best practices and innovations
- To support the development of effective and efficient public administration systems and management of the Malawi Public Service

INSTITUTIONALIZING UNPAN cont'd....

Establish and operationalize a National UNPAN Portal as a central repository for the public service best practices and innovations which can be accessed and utilized

- To enhance networking with other SADC member states
- Utilize the portal to mobilize public servants to leverage innovations for improving service delivery
- Establish a central coordinating unit to advance, cascade and upscale UNPAN public service innovations and programs at national level

WHY INNOVATIONS ARE CRITICAL TO THE PUBLIC SECTOR

- All of us...should turn our backs on routine. It means that we must repudiate the comfort zones...this means that we must once again reposition ourselves as innovators who dare to challenge the proven truths (*for us to modernize our public services*) (former President Thabo Mbeki (2007) *quoted from Pocket Guide to Innovation, pg20.*

DRIVERS FOR INNOVATION IN THE PUBLIC SECTOR (CREATING AN ENABLING ENVIRONMENT)

- Effective Leadership
- Capacitated Public Sector Employees
- Organizational Culture (mind-set change)
- Promotion of Teamwork
- Space & Opportunities for Knowledge Exchange - **Pocket Guide pg25**

We fill the above could be achieved through both our participation and establishment of the UNPAN Portal

HOW DO WE CAPITALIZE ON KNOWLEDGE SHARING & EXCHANGE

❑ **Steal with Pride (and learn!).**

A lot of Knowledge is outside our institution

We must network, capture & utilize lessons learned .

**Marc Lepage, UNPAN SADC
Workshop 2016**





**DHRMD AS AN OFFICIAL
COORDINATING AND FOCAL
POINT INSTITUTION**



MANDATE OF DHRMD

- DHRMD is a Central Government Agency which serves as a specialist arm of the Office of the President and Cabinet [OPC] in dealing with matters of Public Service Management. It is mandated by the Public Service Act No. 19 of 1994 to effectively and efficiently administer and manage the Public Service.

WHY DHRMD AS A COORDINATING INSTITUTION cont'd

- **DHRMD Vision:**

A High quality and results-oriented Public Service

- **Mission:**

To foster and sustain a high quality, result oriented, accountable and transparent Public Service through systematic development and implementation of sound human and institutional resource management policies, strategies, systems and practices in order to ensure efficiency and effectiveness of the Public Service

WHY DHRMD AS A COORDINATING INSTITUTION

- It is strategically positioned to support the development of effective and efficient public administration systems and management which is coincidentally the objective of the UNPAN Portal
- Its services spans across the entire public service



**INITIATIVES
UNDERTAKEN SO
FAR TO
INSTITUTIONALIZE
UNPAN**

UNPAN INSTITUTIONALIZATION PROGRESS

- **Developed a Concept Paper for officially establishing the Department, and specifically the Policy Research Section as a coordinating unit which was approved by the Permanent Secretary**
- **The Deputy Director who is Head of PRU has been designated as the Focal Point person**
- **UNPAN activities will thus be part and parcel of the Policy Research Unit programed activities to be undertaken yearly based on its budget**

UNPAN INSTITUTIONALIZATION PROGRESS cont'd

- Communicated to CPSI/UNPAN Regional Centre on the official establishment of Malawi's National UNPAN Portal
- Is in the process of collecting requisite reports on public service administration and management best practices and other relevant documentation from various institutions for uploading onto the National UNPAN Database

UNPAN INSTITUTIONALIZATION PROGRESS cont'd

- MDAs have been informed of the designation of DHRMD as UNPAN coordinating institution
- The Focal Point person recently shared with Directors of Human Resource Management from the public institutions on this initiative and was requested to make a presentation on HRM Innovations at the HR Directors Forum organized by ESAMI (12th – 15th June, 2017)



**ENABLING
INFRASTRUCTURE
AVAILABLE FOR
SETTING-UP THE
UNPAN PORTAL
DATABASE**

ENABLING INFRASTRUCTURE

- DHRMD has a website which is up and running
- DHRMD hosts the HRMIS for the civil service which has nine (9) modules: **Employee details, Pension & Terminal Benefits, Establishment Control, Performance Management, Industrial Relations, Training, Recruitment, Payroll Management and Advances**

**WAY FORWARD TO
EFFECTIVELY
OPERATIONALIZE
THE PORTAL**



WAY FORWARD

- We now seek the indulgence of UNPAN/CPSI and members present on how best we can operationalize our National Portal so that it is accessible but secure to would be users
- A stakeholder wide sensitization workshop on UNPAN operations has been planned for late July/early August, 2017



**THANK YOU FOR
LISTENING**

