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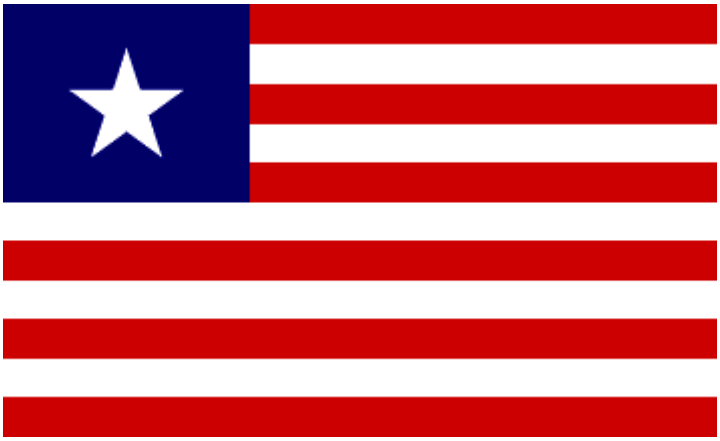

Ministry of Health & Social Welfare

Human Resource Information System Manage (iHRIS Manage)

User Manual

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Acronyms and Abbreviations

Acronym/Abbreviation	Explanation
MOHSW	Ministry of Health and Social Welfare
LMDB	Liberia Medical & Dental Board
LNMB	Liberia Nursing & Midwifery Board
LNA	Liberia Nursing Association
LPAA	Liberian Physician Assistant Association
CHAL	Christian Health Association of Liberia
HWAL	Health Workers Association of Liberia
HRIS	Human Resources Information Systems
iHRIS	The software developed by Capacity, a USAID funded initiative. It consist of 3 modules namely Manage, Qualify and Plan.
iHRIS Manage	Human Resource Information System developed to manage health workers information.

Document standards

- Whenever a word is written in **bold** and encapsulated in <> e.g. **<Home>**, it indicates an option that you can choose to tell the system what to do. If you click on **<Home>**, the system will navigate you away from your current screen and in this particular instance, will take you to the Home screen.
- Words written in *italic* and encapsulated in <> e.g. *<Residence>* indicates a field where you can enter data.
- Field names with an asterisk * indicate that completing the field is compulsory (that is the form cannot be saved if this field is empty).

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1 Overview

iHRIS Manage consists of several key modules designed to store and report position, employee and job applicant information:

- **User Management:** Create and manage password-protected user accounts to control access to the system. Accounts are role-based so that non-authorized user actions and data sets are hidden from the user. Only users with Administrator rights have access to this function.
- **System Configuration:** Turn on and off modules and set options for each module to customize the system and its features. Only users with Administrator rights have access to this function.
- **Database Management:** Design a standard data structure by creating lists of items to be tracked in the database such as geographical locations, offices and facilities. Only users with Administrator rights have access to this function.
- **Position Management:** Create positions with standardized descriptions, codes and qualifications within the organizational structure and manage the hiring, transfer and promotion process.
- **Applicant Management:** Record information about a job applicant, including interview notes, and log hiring decisions.
- **Employee Management:** Match an employee to a position, record important information about an employee and maintain a record of the employee's complete work history with the organization.
- **In-service Training Management:** Track in-service trainings that employees have completed and assess competencies and continuing education credits earned from training (turned off by default).
- **Custom Reporting:** Create reports to aggregate and analyze data in a variety of ways to answer key management and policy questions as well as generate staff lists and directories.
- **Search:** Search for employee and applicant records in the system.

2 System Summary

2.1 Configuration

- **Architecture:** The system has client-server architecture and is web-based. Although the system will only be accessible to the MOHSW Central users initially, the architecture allows that it can be accessible via the internet to 18 County Human Resource Managers provided certain security measures have been put in place. MOHSW will have to liaise with Ministry of Communication and other relevant government Agencies in order to enable access from locations other than MOHSW headquarters through the Internet or other wide area network.
- **OS (Operating System), DBMS (Data Base Management System), and Programming Language:** The system is developed as an Open Source Software (OSS), which is open access and has no licensing cost. iHRIS is installed on Ubuntu, an OS that is totally free and developed by a global community. The DBMS is MySQL and the programming language used to develop the software is PHP, both are OSS.
- **User Interface:** The system has a graphic user interface which makes it intuitive to users that are already familiar with computers, especially those familiar with using the internet.

2.2 System Security

2.2.1 Physical Security

The server will be located at the Ministry of Health and Social Welfares' server room.

Users are responsible for the physical security of their own computers and have to ensure that when they leave their workstations unattended, they must either log out of iHRIS Manage or lock their workstations so that no one can access the system using their login information.

2.2.2 Logical Security

Only authorized users, who have been given user name and password, can have access (login) to the application. iHRIS provides for 4 levels of user access as described below:

- **Administrator:** has full access to the system and can create new users and change users' passwords.
- **Executive Manager:** Generates reports in order to analyze data; can search for and view any record but cannot enter data into the system. Cannot create new users or change users' passwords.
- **HR Manager:** Manages system data, including correcting data and managing data selection lists; can search for, view, enter data and correct any record and generate any report. Cannot create new users or change users' passwords.
- **HR Staff:** Enters and updates records and positions; can generate any report. Cannot create new users or change users' passwords.
- **Training Manager:** sets up the in-service training management program, schedules employees for trainings and evaluates employees' performance in trainings. Cannot create new users or change users' passwords.

2.2.3 Audit Trails

The audit trail provides a list of all the recent changes to staff data.

Figure 1: Using Recent Changes to track recent changes in Person Information.

To access the audit trail:

1. From the Home screen, select <**Recent Changes**>

2. Then select **<People>** or **<Position>.** Selecting **People** will return list of persons whose individual information has changed and **Position** will return list of positions whose information has changed.
3. You can select changes made **<Today>**, **<Yesterday>** or **<Last Week>.**

3 Change Management Procedures

To protect the integrity of one's data and to maintain buy-in from all stakeholders, it is important to follow a change management process to ensure that the impact of proposed changes are documented and the effect on data, processes and reports are fully understood and approved by all stakeholders. Great effort should be put to ensure standardization between MOHSW, CSA and other stakeholders so that all can approve all changes to the system.

The following steps should be incorporated in the process:

- Develop a Request for Change (RFC)
- Obtain Business Change Acceptance – weigh costs versus benefits and get approval from Ministry of Health and Social Welfare.
- Initiate the development project – if the change request will have an impact on the software, this process must include functional testing by the developers.
- User Testing – this process is a collaborative process between the developer(s) and the users with the users required to sign-off on changes. Existing functionality should also be reviewed to ensure they are not affected by the change.
- Implement the change - maintain version control.

4 Backup and Disaster Recovery Plan

A backup and disaster recovery plan will be drafted for the system by the time the system is live to ensure that Ministry of Health and Social Welfare is able to recover the data from backups in the event of a disaster. Backups should be regular and stored off site with at least quarterly tests to ensure the possibility of data retrieval from backup media.

5 User support procedures

In order to ensure users get the support they require to continue using the system, User Support procedures will be drafted and communicated to all users. Such procedures should allow for all user support requests to be logged and tracked so as to ensure that all user requests are satisfactorily concluded.

6 Getting Started

6.1 Logging on & Navigation

Enter your username and password and click on Login or press **<Enter>** - remember both your username and password are case-sensitive.

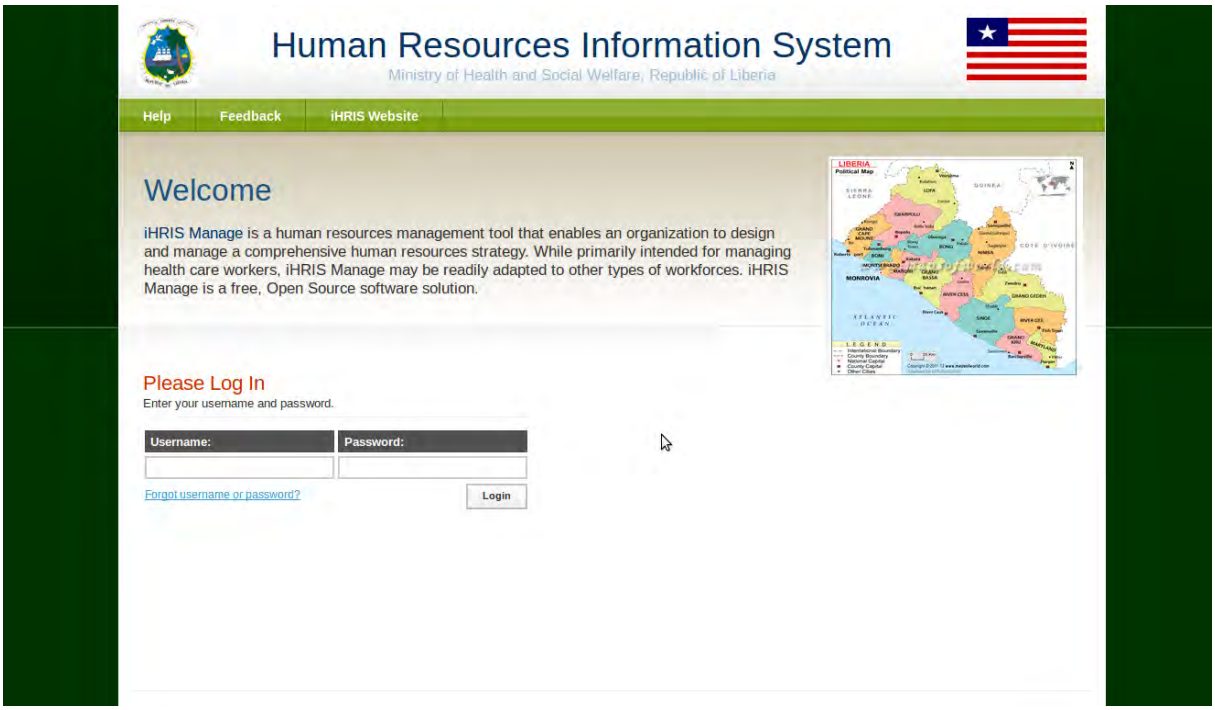


Figure 2: Login Screen

Figure 3: Welcome screen of iHRIS Manage

6.1.1 Toolbar

The iHRIS toolbar is situated at the top of the screen which is available at all times from anywhere in the system. It has the following menu-options:

<Home>: This option will bring you back to the main (Welcome) screen from anywhere in the system.

<Manage People>: This option will bring you back to the Manage People screen from anywhere in the system.

<Search Records>: This option will bring you back to the Search Record screen from anywhere in the system.

<View Reports>: This option will bring you back to the main screen from anywhere in the system.

<Help>: This option will open up the system help files in another window or tab screen.

<Contact Us>: This option will allow you to submit comments and any other feedback to the iHRIS developer team.

6.1.2 Menu-options

The following menu options are available in iHRIS, and will be referred to in this manual as first-level menu options.

- **<Manage People>**
  - This menu-option will take you to the screen where you can add a new staff member.
- **<Search Records>**
  - This menu-option will allow you to search for a person or a position.

- This is from where you will do enquiries (set filter queries) as well.

- **<View Reports>**
  - This menu-option will take you to the reporting section where you will see a list of reports available in the system.
- **<Configure System>**
  - This menu-option will take you to the section from where you can customize drop-down menus also called creating and maintaining the database lists.
  - Database list is the information in the system that changes infrequently and is used in building up drop-down lists where users can select a value instead of having to enter it. It ensures that all texts that need to be analyzed are entered in the same way.
- **<Change Password>**
  - Passwords are case-sensitive in iHRIS. You should change your default password (Password given by the administrator) to ensure that no other person knows and can use your login details to access the system unauthorized.

When you select an option on the Welcome Page (first-level menu option) or on any other page with multiple options on the page (e.g. Search Records page), the options available under this option will be displayed on the left-hand side of the screen (menu bar) as illustrated in the figure below.

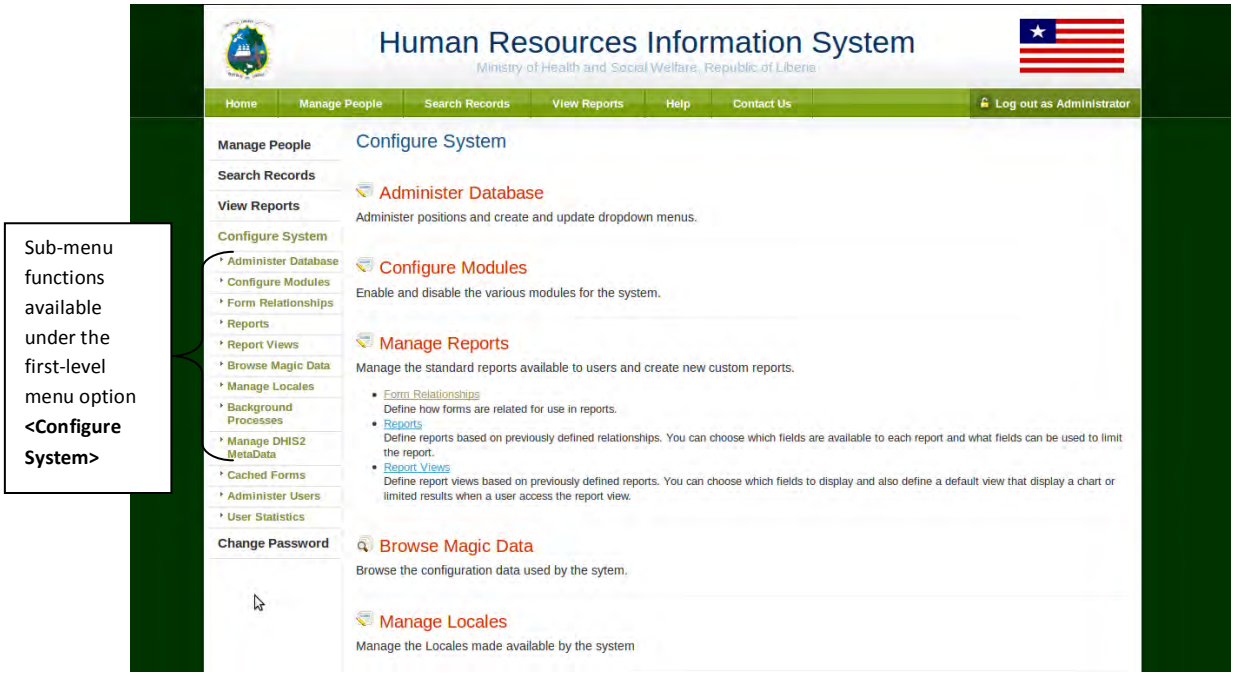


Figure 4: Menu Bar Options

7 System Functions

7.1 Appointments

The steps to complete an appointment are as follows:

1. Create staff member
2. Search for position; else create position if not in the system.
3. Set position.

7.1.1 Create staff member

4. From the Home screen, select <**Manage People>**
5. Then select **<Add Person>**

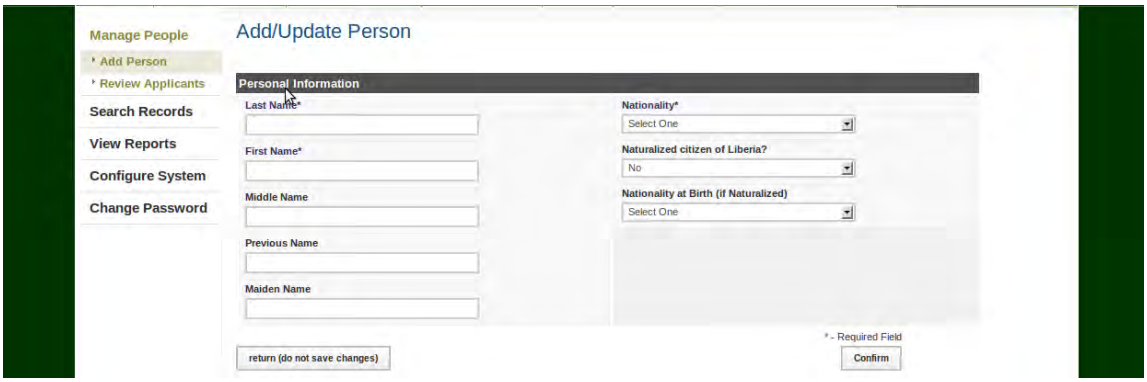


Figure 5: Add person

6. Field names with an asterisk * indicate that entering information in the field is compulsory so for the screen above, you must enter *<Last Name>*, *<First Name>*, *<Middle Name>*, and *<Nationality>.* Enter data in the other non-compulsory fields - *<Previous Name>*, *<Maiden Name>* and other fields as appropriate.

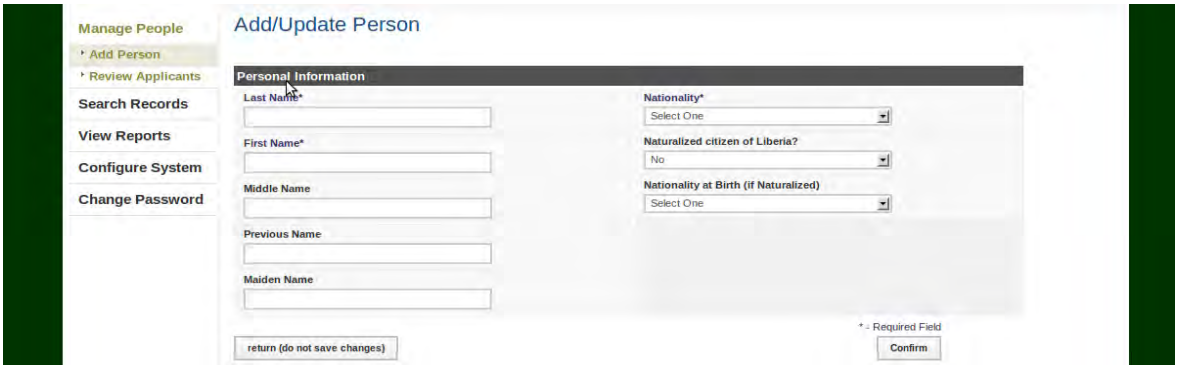


Figure 6: Enter person's details

7. To save the data you have entered, click on **<confirm>.**
8. The system displays the information you have entered as shown below and you have the option to **<Edit>** if you want to change any of the information or **<Save>** if you are happy with the information you have entered.

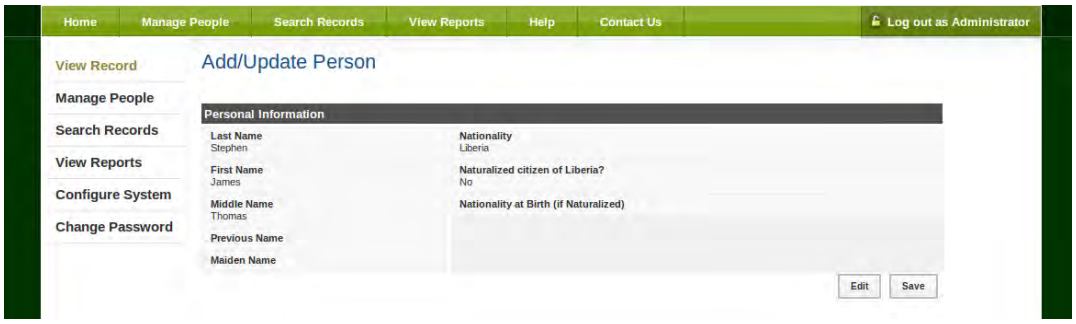


Figure 7: Review details entered before saving.

9. If you do not want to save the data you have entered, click on **<return (do not save changes)>.**
10. The screen below shows that you have successfully created the person with only the basic information.

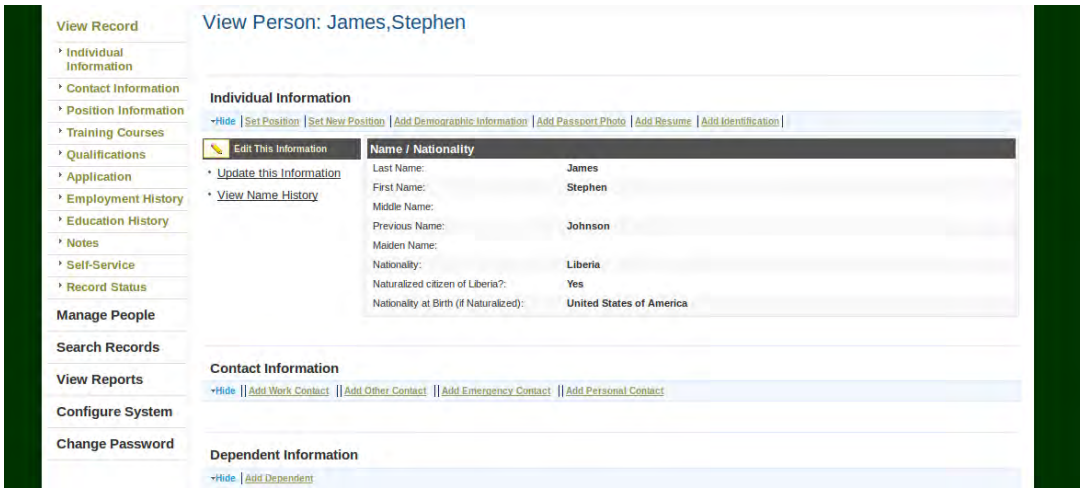


Figure 8: View Person

11. Enter the employee unique identification number by clicking on **<Add Identification>** and selecting "Payroll ID Number" as the identification type.

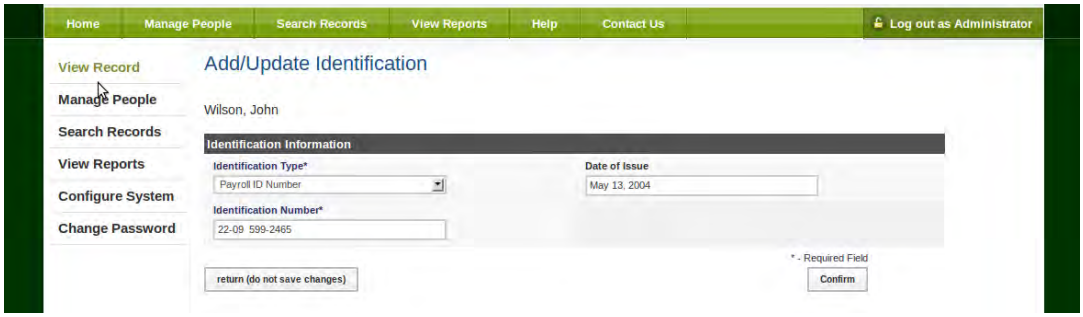


Figure 9: Add Payroll ID Number

12. You can continue to complete the core HR information, by clicking on **<Add Demographic Information>.**

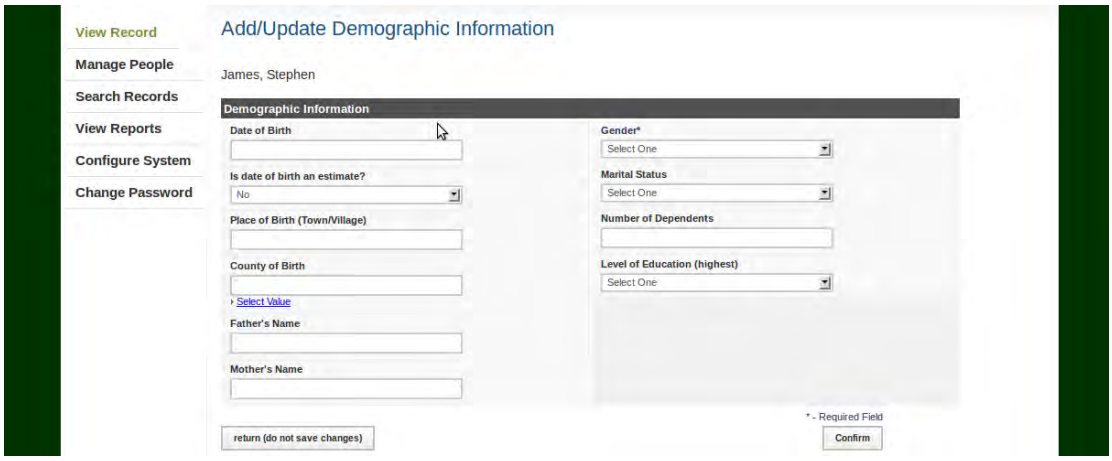


Figure 10: Demographic Information Form

13. Enter the fields and click on **<confirm>** and again **<save>** to update the information.

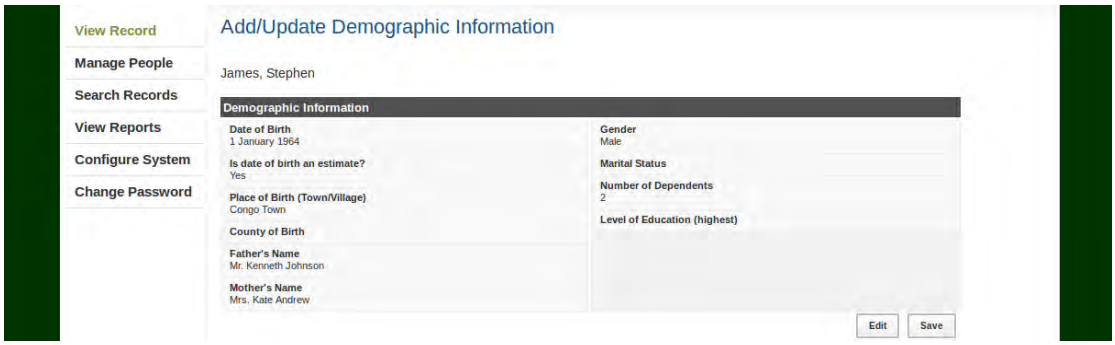


Figure 11: Review and Save Demographic Information

14. The screen below shows the data entered so far.

Figure 12: Summary of Person Data entered so far.

15. You can now proceed to complete the remaining information for the person.

7.1.2 Create Position

1. You need to first search to see if the position has already been created or not. If the position was previously occupied and it is now vacant, you will not need to recreate it and you can proceed to assigning the position. To see if the position has been created earlier, click on **<Search Records>** then click on **<Search Positions>**

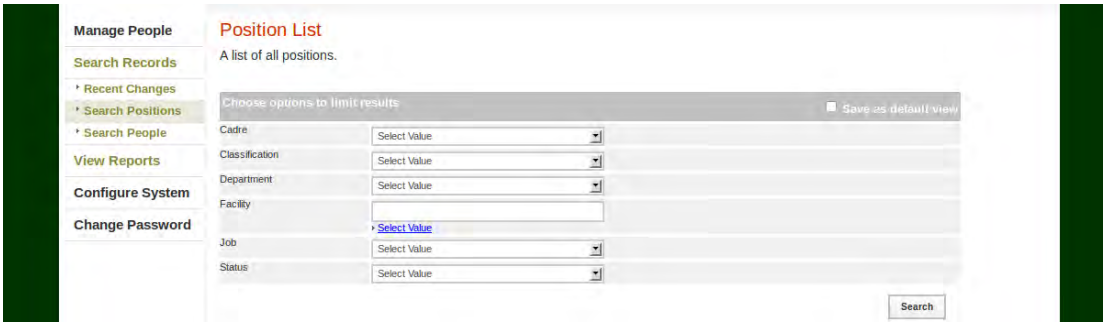


Figure 13: Search Position List

2. All jobs have been added as part of Database list, so you can click on the drop-down menu for Job and select the job for which you want to determine whether a position has already been created, select it. Also select the Facility in which you wish to create the position then click on **<Search>**.

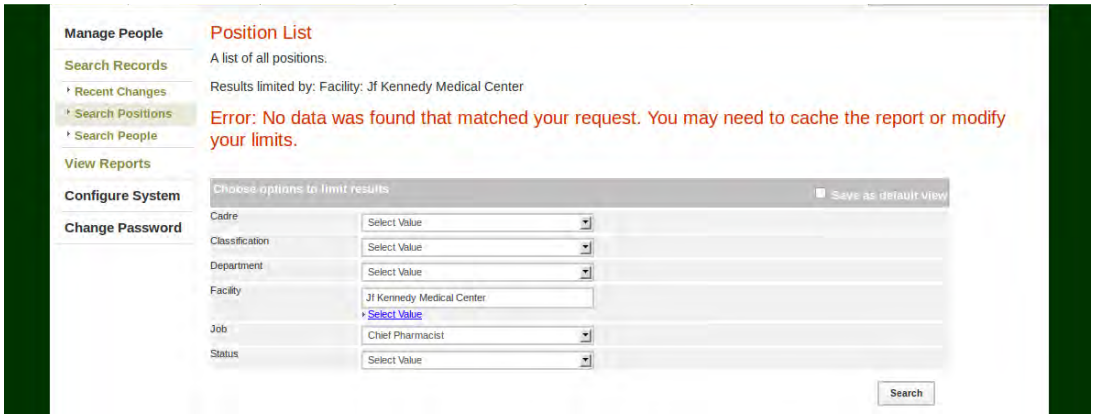


Figure 14: Result of Search Position List

3. The error message being displayed above indicates that no position has been created for the "Chief Pharmacist" job in the JF Kennedy Medical Centre, so we will proceed with creating the position. To do this, click on **<Configure System**>, then select **<Administer Database>** then **<Positions (by facility)> -** since we are working with the staff list and the facility where the person is working is known.

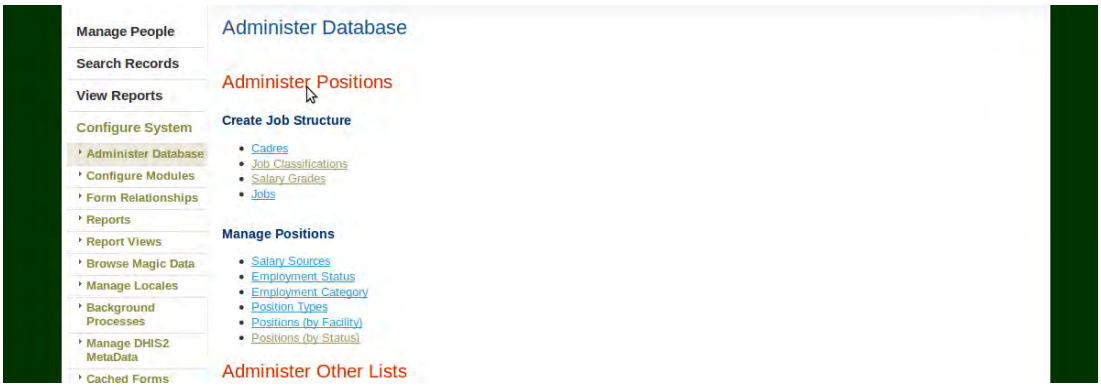


Figure 15: Administer Database List

Figure 16: View positions already created for a facility in the Database List.

4. In the screen above, we have selected "JF Kennedy Medical Center" as the Institution/Facility. Click on **<Add new Position>** to create the position.

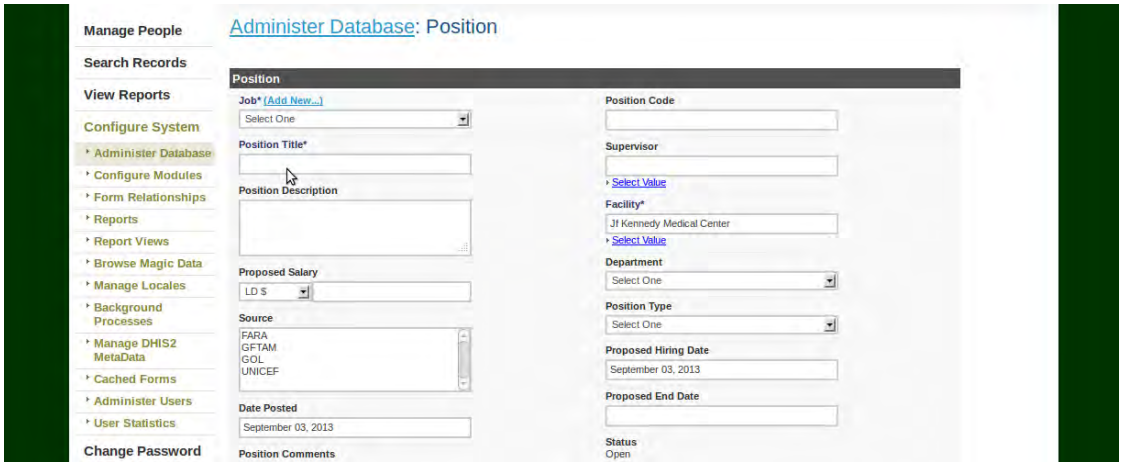


Figure 17: Add Position Form.

5. The screen above shows the information that can be entered for a position. Continue entering the required information and click on **<confirm>**. Some of the information we may not have. For example you can clear the default value for *<Date Posted>,* which refers to when the position was advertised. The field does not have a star (*) so it is an optional field.

6. *<Position Code>* refer to the reference code for the position, which is determined by the County, the Institution/Facility, the Department/Unit and the job as shown below.

Figure 18: Enter Position Code (if being used).

7. Enter the *<Proposed Hiring Date>* and *<Proposed End Date>* fields – they are optional fields so do not need to be entered if the information is not available but the latter is relevant for contract positions. After clicking on **<Confirm>**, the information you have entered is as shown below and you have the option to **<Save>** it or click on **<Edit>** if there is need to modify any.

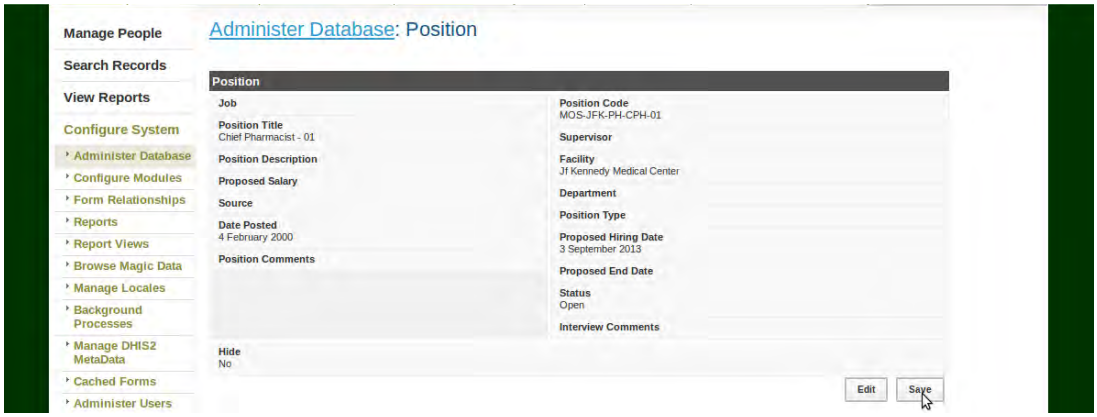


Figure 19: Review Position information before saving.

7.1.3 Assign Position

1. You now need to assign the position you created to the staff member captured. You do this by clicking on **<Search Records>** then on **<Search People>.** Enter the staff member's Last Name (Surname) as shown below then click on **<Search>**.

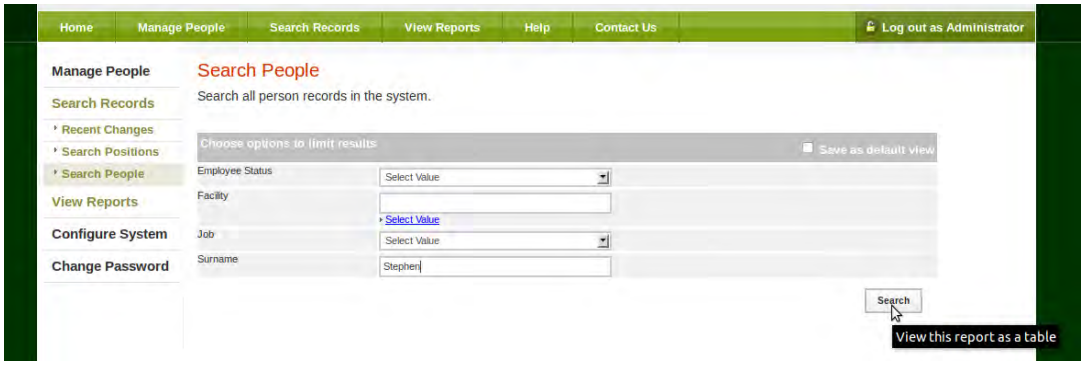


Figure 20: Search for staff member

2. The search report should show the link to the Staff Member's record as in the figure below. Click on the **<Surname>** or **<First Name>** to open the record.

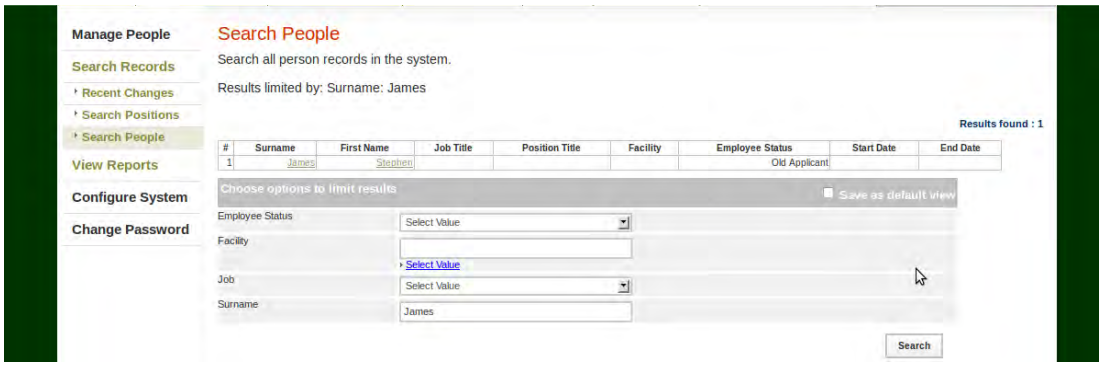


Figure 21: Staff member found in the Search.

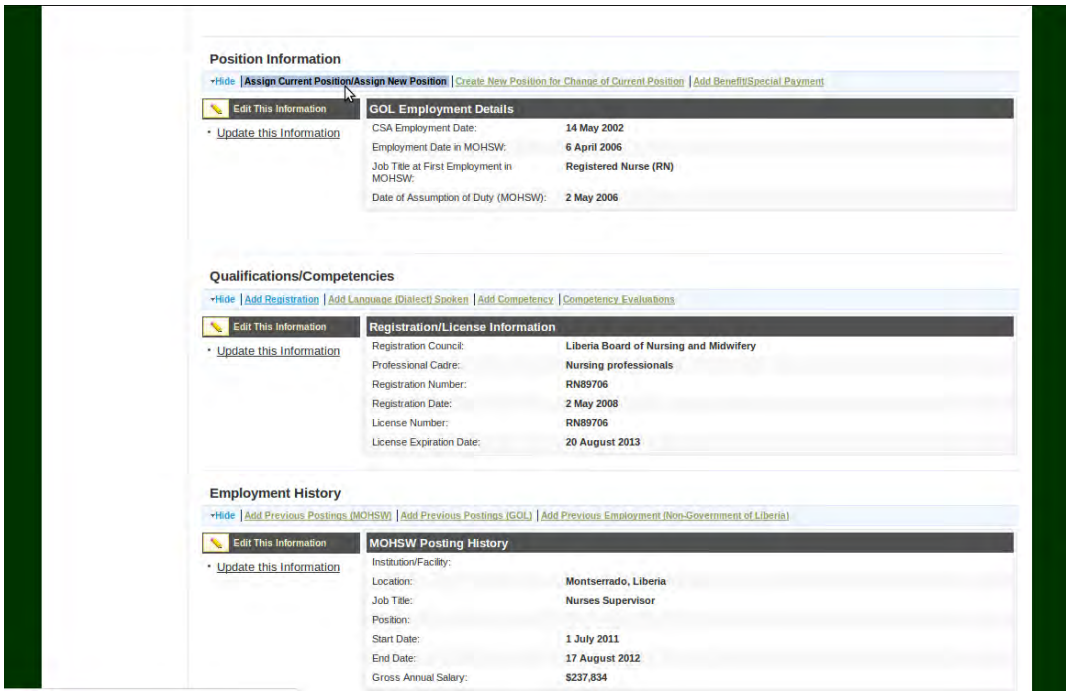


Figure 22: Summary Page of Staff member's stored information.

3. Scroll to the Position Information section as in the figure above and click on **<Assign First Position/Assign Current Position>**. This will take you to the Make a Job Offer screen as shown below.

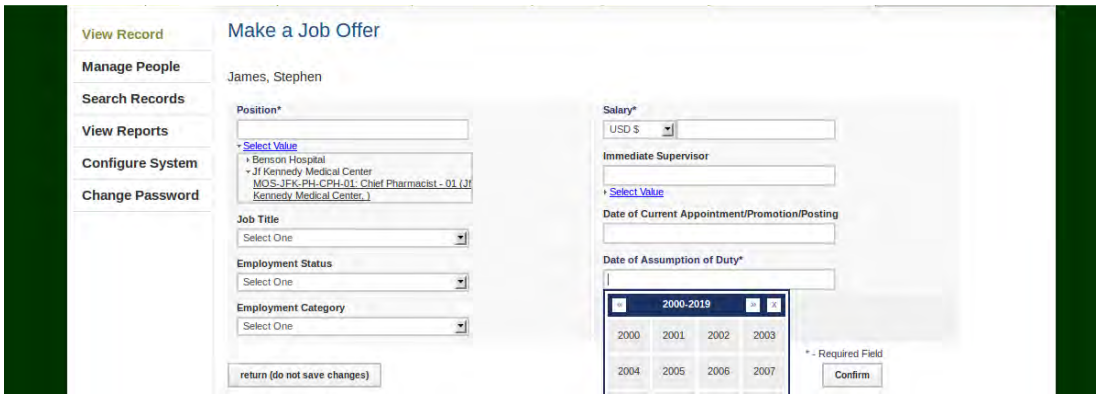


Figure 23: Assign current or new position to staff member.

4. Click on **<Select Value>** and select the Institution/facility and the positions vacant in the Institution/Facility including the one created earlier will be displayed as in the next figure. Select the position, enter the *<Date of Assumption of Duty>* and *<Salary>* as well as other information available on the Staff member's position. Then click on **<Confirm>**.

Figure 24: Review information on Position being assigned

5. Click on **<Save>** or **<Edit>** if you want to change any of the information entered. After saving, the system will now show the complete staff record. To review the information on the position, you can click on the **<Position>,** which is underlined as shown below.

Figure 25: Information on Person's current position.

7.2 Promotions and Transfers

Promotion is when a health worker is moved from a lower grade to a higher grade in the either in the same facility/unit or in another facility/unit. A transfer is when the health worker is moved to another facility/unit without a change in grade or status. To record a promotion or transfer in iHRIS you need to:

1. Ensure that the position the person is promoted or transferred to has been created in iHRIS. Refer to **section 7.1.2. Create position** for the steps on how to do this.

2. Select the **<Search Records>** option, select **<Search People>**, enter the staff member's surname in the Surname field and click on **<Apply Limits>**.

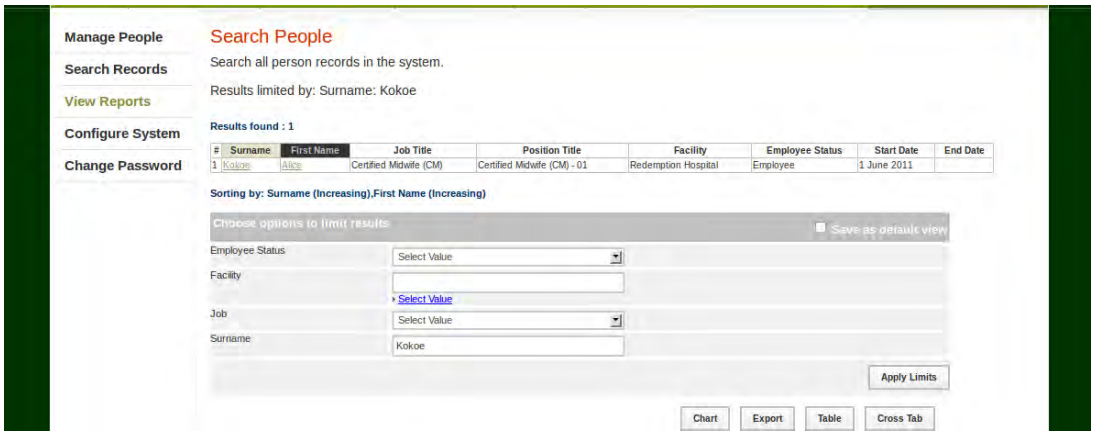


Figure 26: Results of Search People limited by the Person's surname.

3. Click on the Name or Surname of the staff member you are looking for in the Results found as shown above.

4. Click on **<Position Information>**, select **<Change Position>.** As shown in Fig. 26 below, the form has two columns. On the right are details of the current position and the column on the left is for entering information on the new position.

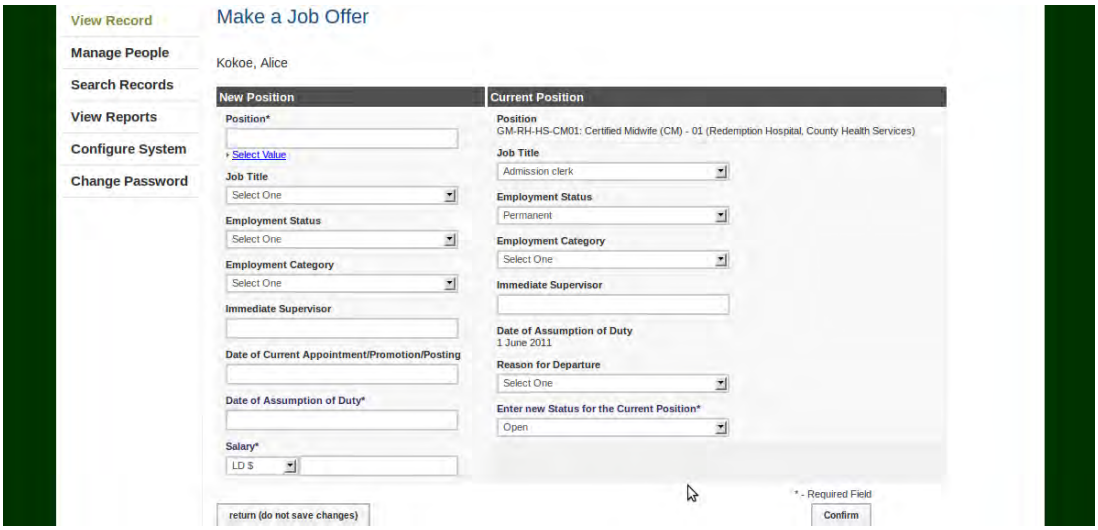


Figure 27: Change Position (Promotion or Transfer) to an existing vacant position.

5. Click on **<Select Value>** under the Position field in the left column to select the new position that the worker is being promoted or transferred to. Only "open" positions will be shown in the selection list. Select the correct one and complete the remaining fields.

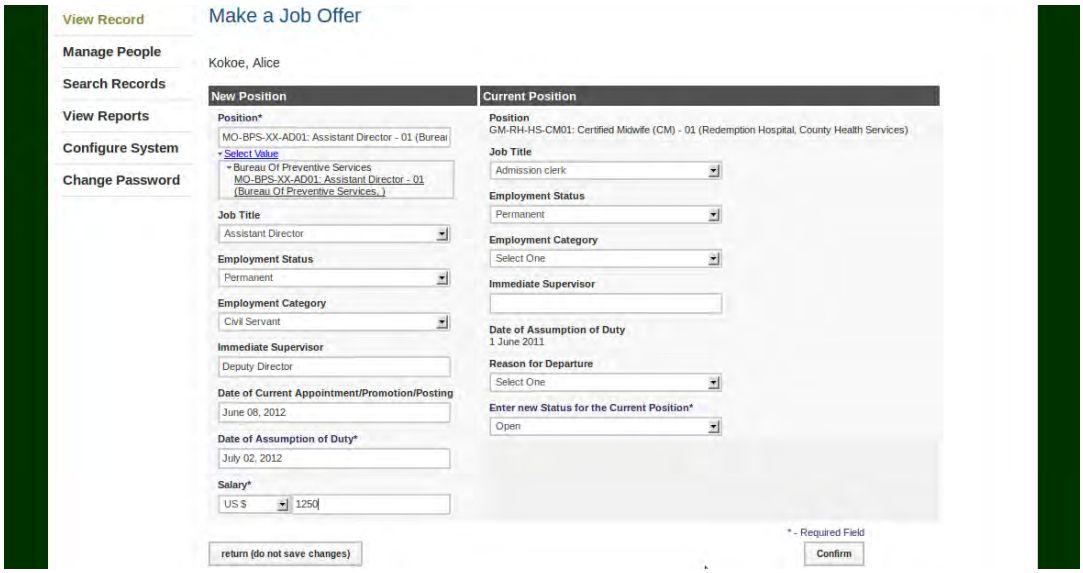


Figure 28: Review Change Position (Promotion or Transfer) to an existing vacant position.

6. You need to complete information in the right column on the reason for the change of position (Reason for Departure) and the new status of the position being vacated. Click on **<Confirm>** then click on **<Save>** if there is no need for correction.
7. In the section on **Position Information** click **<View Position History>** to see the history of positions held by the health worker as shown below.

Figure 29: Position History where there has been a change of position.

7.3 Departures (Terminations/Resignations)

This is whenever staff members leave his/her employment in your organisation. iHRIS will keep the history of all staff. To terminate a person or record the resignation of a person, you need to do the following:

1. Select the **<Search Records>** option, select **<Search People>**, enter the staff member's surname and click on **<View>**.
2. Click on the Name or Surname of the staff member you are looking for in the Results found.
3. In the section on **Position Information**, select **<Record a Departure>**.

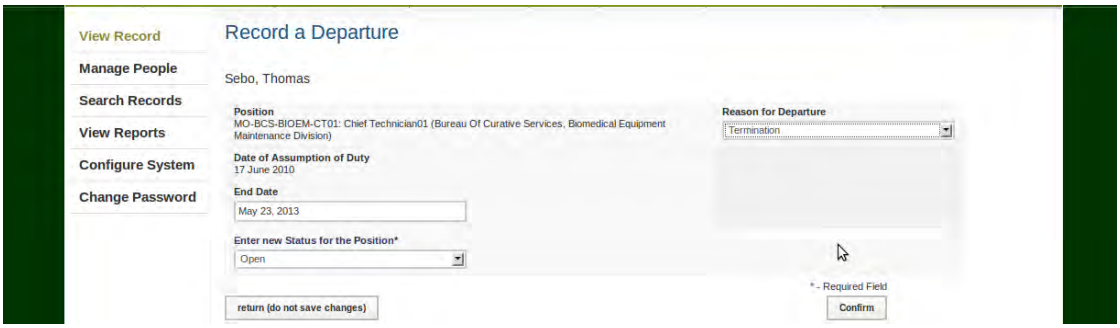


Figure 30: Record a Departure

4. Enter the *<End Date>,* which is when the person would leave that position then select a *<Reason for Departure>*.
5. Select a value for *<Enter new Status for the Position>* and click **<Confirm>**.
6. Click on **<Save>** to save the record or **<Edit>** if you wish to change some of the information.
7. The section on **Position Information** in the health worker's summary page should be similar to that shown below with information on reason for departure. Click on **<View Position History>** to see the history of positions held by the health worker whilst in employment.

Figure 31: Information on a Terminated position.

8 Searches and Reports

8.1 Searches

1. Select the **<Search Records>** from the menu, then select **<Search People>** to obtain a list of all persons who have been entered into the system. The result can be filtered (or limited) by the following options:
    a. Employee status – "Old Applicant" refers to all persons you have entered into the system but who have not been assigned to a position.
    b. Facility – refers to the Institutions/Facilities that were added to the system database.
    c. Job – refers to job-titles that were added to the system database.

Figure 32: Search People Result.

2. You can also search starting from position information. Select the **<Search Records>** in the menu, then select **<Search Position>** to obtain a list of positions created in the system.

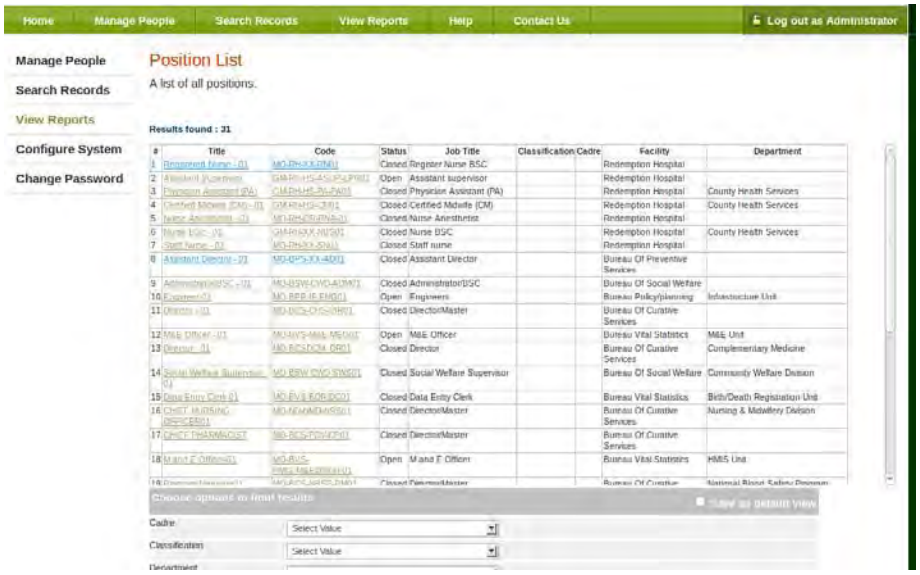


Figure 33: Search Position Result.

3. The limit option (filter criteria) fields are by:

   a. Cadre – you need to ensure that all jobs have been linked to a cadre; else the result set will not be complete. All professional medical jobs should be linked to a cadre;

   b. Classification – all jobs should be linked to a job classification in order to ensure a complete result set is returned;

   c. Facility – refers to the Institutions/Facilities that were added to the system database.

   d. Job – this is all the job-titles that were added to the system database.

   e. Status – this is the status of the position and this has the following values:

i. "Open" which means vacant and available to be filled;

ii. "Closed" which means it is filled; and

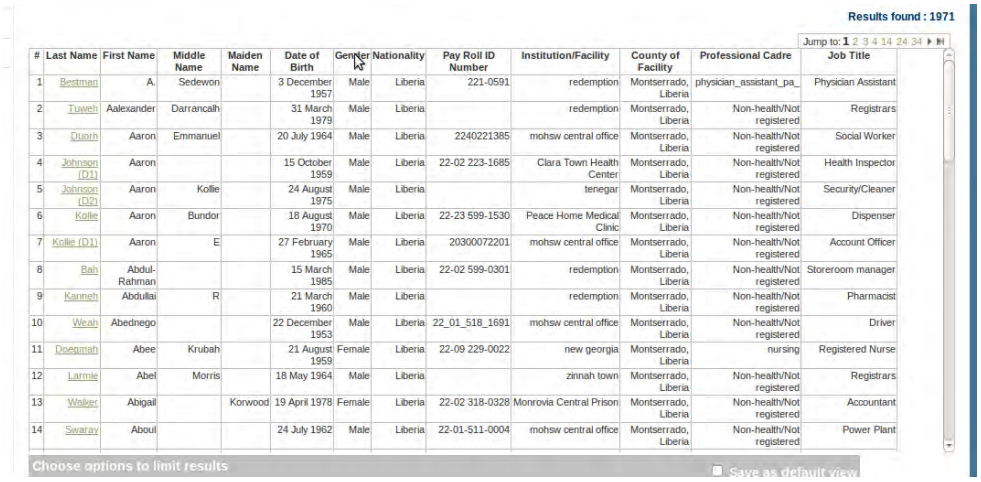
iii. "Discontinued" which means the position is not filled and it is also not available to be filled.

8.2 Reports

The application is installed with a set of standard reports. Each report has a list of fields below the main result window by which the result can be filtered (or limited). After entering or selecting a value in the limit field you should click on **<Apply Limits>** to see the limited or filtered result. Multiple limits can be applied by entering values in many fields and all the limits are applied using the AND logic. Numerical results can be display as chart or graphs by clicking **<chart>** and choosing the correction options. Results can be exported as tables into formats that can be imported into other applications by clicking **<Export>**. The most common used format is the CSV (comma separated values) which can be imported into Microsoft Excel.

1. **Staff Reports:** These reports are on persons who are currently occupying positions in the organization/institution and are regarded as members of staff. Those who are not employed or have left employment for one reason or the other are not considered as staff. Persons who are on long-term leave or on transfer to other organizations/institutions are excluded from these reports.

   a. Staff Directory – this produces a list of all members of staff and their official details.



Results found : 1971

Jump to: 1 2 3 4 14 24 34

#	Last Name	First Name	Middle Name	Maiden Name	Date of Birth	Gender	Nationality	Pay Roll ID Number	Institution/Facility	County of Facility	Professional Cadre	Job Title
1	Bestman	A.	Sedewon		3 December 1957	Male	Liberia	221-0591	redemption	Montserrado, Liberia	physician_assistant_pa_	Physician Assistant
2	Tuweh	Aalexander	Darrancalh		31 March 1979	Male	Liberia		redemption	Montserrado, Liberia	Non-health/Not registered	Registrars
3	Duorh	Aaron	Emmanuel		20 July 1964	Male	Liberia	2240221385	mohsw central office	Montserrado, Liberia	Non-health/Not registered	Social Worker
4	Johnson (D1)	Aaron			15 October 1959	Male	Liberia	22-02 223-1685	Clara Town Health Center	Montserrado, Liberia	Non-health/Not registered	Health Inspector
5	Johnson (D2)	Aaron	Kollie		24 August 1975	Male	Liberia		tenegar	Montserrado, Liberia	Non-health/Not registered	Security/Cleaner
6	Kollie	Aaron	Bundor		18 August 1970	Male	Liberia	22-23 599-1530	Peace Home Medical Clinic	Montserrado, Liberia	Non-health/Not registered	Dispenser
7	Kollie (D1)	Aaron	E		27 February 1965	Male	Liberia	20300072201	mohsw central office	Montserrado, Liberia	Non-health/Not registered	Account Officer
8	Bah	Abdul-Rahman			15 March 1985	Male	Liberia	22-02 599-0301	redemption	Montserrado, Liberia	Non-health/Not registered	Storeroom manager
9	Kanneh	Abdullai	R		21 March 1960	Male	Liberia		redemption	Montserrado, Liberia	Non-health/Not registered	Pharmacist
10	Weah	Abednego			22 December 1953	Male	Liberia	22_01_518_1691	mohsw central office	Montserrado, Liberia	Non-health/Not registered	Driver
11	Doegmah	Abee	Krubah		21 August 1959	Female	Liberia	22-09 229-0022	new georgia	Montserrado, Liberia	nursing	Registered Nurse
12	Larmie	Abel	Morris		18 May 1964	Male	Liberia		zinnah town	Montserrado, Liberia	Non-health/Not registered	Registrars
13	Walker	Abigail		Korwood	19 April 1978	Female	Liberia	22-02 318-0328	Monrovia Central Prison	Montserrado, Liberia	Non-health/Not registered	Accountant
14	Swaray	Aboul			24 July 1962	Male	Liberia	22-01-511-0004	mohsw central office	Montserrado, Liberia	Non-health/Not registered	Power Plant

Choose options to limit results

Save as default view

Figure 34: Staff Directory

   b. Age Distribution – this report provides a chart of the age distribution of staff. Like all numerical reports, the chart can be converted into a table by clicking the **<Table>** button below the limit fields.

   c. Classification breakdown – this report displays a graph of the number of job-titles per job classification. Job-titles must be linked to job classifications for this report to be complete and accurate.

   d. Hires per year - This report displays a graph of the number of vacancies that were filled and positions that changed by promotion or transfer in a particular year.

Figure 35: Chart of Age Distribution of staff.

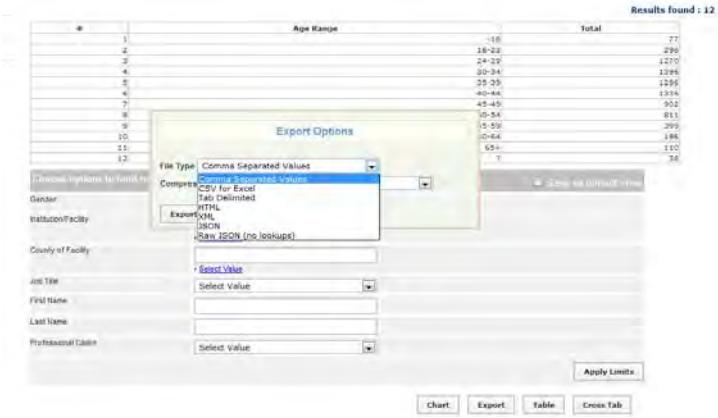


Figure 36: Export Options for Table of Age Distribution Report.

e. Job Breakdown - This report is a pie-chart of distribution of job-titles of staff members.

f. Nationality Breakdown - This report is a graphic display of the distribution of staff members by Nationality.

g. Retirement Planning - This report is a column chart of the total number of staff that would attain the retirement age of 65yrs each year.

h. Emergency Contact List - This report would display a table of the emergency contact information if it has been added to the personal information of staff members.

i. Home Contact List: This report would display a table of the home (personal) contact information if it has been added to the personal information of staff members.

j. Salary List - This report provide information on the salary of staff members if it has been added and kept up-to-date.

2. **Other Reports**

   a. Facility List – This report gives a list of all facilities entered into the system.

   b. Facility Positions – This gives a table of the number of positions in each facility categorized by total and number filled (occupied).

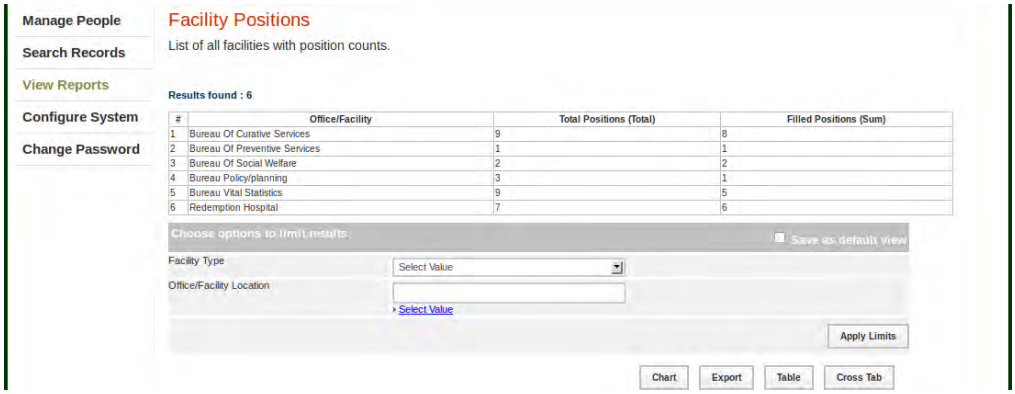


Figure 37: Facility Positions Report.

   c. Position list - This report will list all positions that have been created and their status.

   d. Position Open Duration: This is a report of the duration in days between when a position was advertised to be filled and when it was filled. It is rarely used by most organizations/institutions.

9 Database Lists

This section is intended to provide information for the system administrators and users responsible for maintaining the database list of iHRIS for Liberia. The administer database page is only accessible to those who are authorized by their roles to add or modify items on the lists.

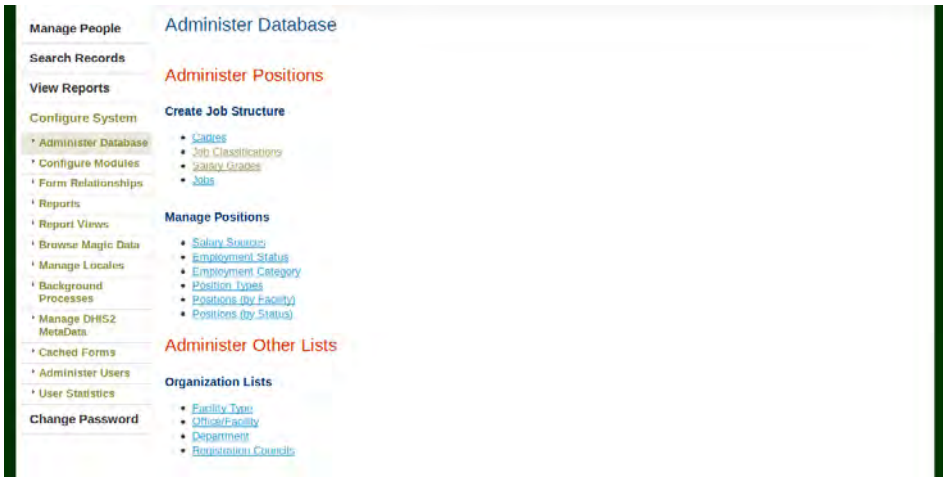


Figure 38: Administer Database List page.

The database lists that have been set up for MOHSW Liberia include:

1. Create Job Structure:
    a. Cadres – this is list of cadres of health professionals using the WHO classification as much as possible.
    b. Job Classification – this is list of jobs using the organization/institution's classification which should as much as possible agree with the ISCO classification of the International Labour Organization (ILO).
    c. Salary Grades for different levels of employees of the organization/institution.
    d. Jobs – this is the list of job-titles by which members of staff are employed and as stated in the letters of employment or promotion.
2. Manage Positions
    a. Salary Sources – list of sources of salary for the staff such as government, non-governmental organization and donor organizations.
    b. Employment Status – the states whether the employee is a permanent, temporary or casual staff.
    c. Employment Category is based on the administrative practice in Liberia and the list includes Civil Servant, Commissioned Officers and Contract Officers.
    d. Position Type is not used at present.
    e. Position (by Facility) is a list of positions created in the facilities.
    f. Position (by Status) allows the list of positions to be displayed based on their status as being open (not occupied) or close (occupied).
3. Organization List:
    a. Facility Type – list of types of facilities in the Health System such as Clinic, Hospital, and Teaching Hospital.
    b. Office/Facility – list of all facilities/Institutions in the system.
    c. Department – list of names of sub-units or Departments used in the Facilities/Institutions in the country such as Medicine, Surgery, Administration, Accounts, Labour Ward, etc.
    d. Registration Councils – list of registration councils for health professionals such as Liberian Board of Nursing and Midwifery.
4. Employee Lists:
    a. Education Types – List of different types and levels of education in the country such as Primary, Secondary, University, etc. These would be used to group Degrees, Diplomas and Certificates.
    b. Degrees – List of Degrees, Diplomas and Certificates awarded by different education types. For instance for Education Type "University: B.Sc., B.A., MD, etc.
    c. Competency Type – List of different competency types required to perform different tasks in the organization e.g. Management Skills, Clinical Skills, Computers Skills, etc.

d. Competencies – List of competences grouped by Competency Type. For instance for Computer Skills, these would include Word Processing, Spreadsheet and Internet Use.

e. Language – List of various local languages/dialects a person can speak – the system allows for more than one language to be added to a person.

f. Identification Types – List of identification types to be used to uniquely identify a person such as Payroll ID number, Passport Number, Social Security Number, Driving Licence Number, etc. Before you can add the Payroll ID Number of a staff member, this identification type must be on the list.

g. Benefit Types – List of financial and non-financial benefits that members of staff enjoy.

h. Marital Status – List of various marital status types that are officially recognized in the country such as single, married, divorced and widowed.

i. Reasons for Departures – List of reasons for changes in position such as promotion, resignation and transferred between Institution/Facilities.

5. Geographic Information

   a. Countries - Liberia and other countries that are countries of birth of health workers in the employment of the Ministry should be included in this list.

   b. County – List of all Counties in the country and should be linked to the country (Liberia).

   c. District – List of all districts in each county linked to their respective counties.

   d. Sub-District – not used at present.

   e. Currency – List of all currencies used for defining salaries and benefits are paid. This information is for HR management only and is not linked to the payroll.

6. Planning Information – this group of lists are not in use at present.

7. Training Course Information

   a. Training Courses – List of training courses approved for members of staff of the Ministry. These are usually short courses.

   b. Scheduled Training Courses – List of training courses with dates they are scheduled to run.

   c. Status of Training Course – List to determine if the Course is still available “open” or not available temporarily “suspended” or permanently “discontinued”, etc.

   d. Requestors of a Training Course – List of entities that can request for a member of staff to participate in a Training Course such as Ministry, Specific Project, NGO or Self.

   e. Evaluation of a Training Course – List of outcome of evaluation of the participants in a Course such as “Pass” or “Fail” or whether the participant was evaluated or not.

   f. Category of a Training Course – List is dependent on the practice of the Ministry as to the course being an Initial training, an Advance training or a Re-training.

   g. Training Institution – List of Institutions that offer the training course.

   h. Training Funder – List of Institutions/Organizations providing funding for a Training Course.

i. Training Course Modules – List of training modules that are available for Training Courses to choose from.

j. Continuing Education Course – List of Continuing Education Courses which a Training Course can choose from and for which the participants would be awarded Continuing Education Units, especially for the purpose of renewal of registration with Registration Councils.

10 Data Completeness and Accuracy

In order to go live with the system, you should start with the personnel list of the MOHSW. These do not have all the information of the staff members, so you may not be able to complete the staff member information. However, this is an exercise the MOHSW have to undertake in order to complete the information in iHRIS Manage. Typically this process would entail compiling data collection tool from the information that is kept in the hard copies of staff members' files or asking staff members to complete them. The completed data collection tools should then be used to complete the staff member's information in the system.

The GEMS survey carried out in 2010 is a good source of data on most of the health workers in employment at the time and data from the survey was imported into the system as the initial stock of information on staff members of the Ministry. However the information was not complete so the data collection tool was developed and is being used to complete the information.

In order to place reliance on the information you retrieve from the system, you have to ensure that the data is accurate. This process usually entails comparing the information of a staff member in the system with the information in the Personnel List and/or Payroll List. This process is known as validation of the information in the system. The validation may be done with the completed data forms before they are entered into the system.

11 Acknowledgement

This manual has been adapted from the iHRIS User Manual of the Ministry of Health and Social Welfare of Lesotho. We are grateful to Rosaline Hendricks of Intrahealth International for making it available to us and giving consent to use and adapt it.

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