

Executive Summary

The project was conducted under the topic of “productivity enhancement for the improved service delivery of the Establishments Division” in the Ministry of Public Administration and Management. Main problems identified were the lower utilization of the resources and delays in the service delivery function. Here the resources were identified under three categories that were human resources, physical resources and time.

When considering the human resource factor, there was a gap in developing skills, knowledge and attitudes of the existing cadre. When considering the physical resources management, appearance of the office and other physical resources had not been well- managed. Time resource had not been managed well due to the weaknesses in mail management. Also there were not document management system for information retrieving method regarding precedents.

The Establishments Division engages in the process of policy formulation regarding the establishments’ related matters and serves to the entire public service. For this process of policy formulation both the correct information and rapid response is required. Hence, the project was designed to enhance the service delivery process of the Division via the said three aspects namely human resource, physical resource and the time.

Considering the human resource aspect training and development of the staff was arranged. Under that a training need analysis was conducted to identify the skills gap in the available human resource. Based on the identified skills gaps training programmes were arranged. Physical environment was managed based on 5S concept, optimally utilizing the available resources. For the time management process a mail management system was established within the Division in order to expedite the response. Further, a database of the precedents was designed based on which a document management system is to be developed which will improve the data retrieving for policy decisions.

Within the available budget of 2015 majority of the activities indicated under the project components were successfully completed including training programmes, rearrangement of the physical environment and mail management system. Due to the limitations of time and budget the system development for retrieving the precedents is to be conducted in 2016.