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# Challenges in developing a HRH Information System in South Africa

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*Towards a global strategy for strengthening health workforce information systems*



# What is the system?

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- South Africa's Public Health System
  - National level
  - Provincial level
  - District level
  - Sub-district level
  - Facility level
- Two service providers (authorities)
  - National Department of Health
  - Local governments



# What is the system?

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- The personnel information system used by all national & provincial public health services in South Africa is PERSAL (Personnel Salaries).
- Linked to a shared mainframe computer system to manage personnel & financial data.
- PERSAL is mainly used to manage the financial data and not personnel.
- Individual member data, job information, organisational structure and salary information.



# What are the constraints?

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- Data collection is centred around the daily transactions of approving, authorizing and capturing on PERSAL
- The PERSAL system is considered insufficient, unreliable and not up to date
- No aggregation of data, no planning
- There are very poor linkages to health data and other sources of data except for the financial systems
- Knowledge on and ability in implementing information systems of Human Resource Practitioners
- Motivation to implement HRIS



## What are the lessons learnt?

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- A comprehensive top-down and bottom-up approach is required
- Continuous capacity building to implement and use information systems
- Computer based information systems: Solution or Problem?