

# SE: Human Resources and Corporate Services

City of Windhoek

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24 April 2024

# Topic

Leveraging on technology and other tools to drive productivity, efficiency and innovation to achieve Council's Vision of becoming a sustainable and caring City by 2027.

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# Mandate of the Municipal Council of Windhoek

- Derived from the Local Authorities Act, 1992 (Act No 23 of 1992)
- To provide municipal services to the residents

# Vision

*“To be a sustainable and caring city by 2027”*

- **Sustainability will be achieved through**
  - Financial – revenue generation
  - Social – Partnerships, innovation, CSR
  - Economic development – economic development intervention
  - Environment – safe city – highly technological

# Caring City

- Will be realized through provision of effective and efficient service delivery to the residents to improve their quality of life
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- Efficiency can be realized through streamlining HR Process and services delivery I.E automation
- Delivered by skilled and competent staff

# Mission

“To enhance the quality of lives for all the residents through the provision of effective and efficient service delivery”

This can be achieved through intentions such as living the values

- **Team work** – Creativity, **innovation**, synergy, trust, mutual support etc
- **Customer focus** – provision of high quality service to residents – automating services – rendered to the residents
- **Communication** – effective communication both internal and external to stakeholder- using modern communication platforms

# Productivity and Efficiencies (HR Systems)

- Streamline HR processes – simplified systems with quick turn-around times
- Automatic balance scores cards
- Effective PMS to leverage on productivity and efficiencies
- E-recruitment improve turn around for critical roles
- Employee self services (ESS) and employees data, etc



# Tools /interventions to achieve productivity and Efficiency

- Training and development – to attain desired level of competency to deliver the expectations
- Functional capacity building to ensure skilled and competent staff members to deliver the mandate and realize the vision
- Committed leaders at all levels
- High performance culture – diverse culture one vision – conduct ESV
- Attraction and retention of critical skills
- Functional succession plan to ensure continuity
- Attractive Benefits and incentives to motivate employee
- Recognition of good performance ( intrinsic or externsic)
- Change management
- Welfare and wellness of employees

# Conclusion

- Employees are the most valuable assets of any organization as they are the drivers of service delivery
- Leverage on Employee Value Proposition
- The City of Windhoek's competitive advantage is premised on employees capacity and competency
- Thus, employees

Thank You

Q& A