

# Human Resources Analysis and Organisational Development of REGIDESO's Secondary Centres

<b>Country:</b>	Democratic Republic of Congo
<b>Region:</b>	Africa
<b>Customer:</b>	GIZ German Cooperation
<b>Partner:</b>	REGIDESO Waterworks Company
<b>Duration:</b>	January 2017 – December 2017



## Starting point

Multi-annual GIZ project to support the reform of the water sector in the Democratic Republic of Congo by restructuring the institutional landscape and opening up this sector to private entrepreneurs, improve access of the population to adequate drinking water and basic sanitation.

## Scope

Detailed human resources analysis and concept development for organisational development in four provinces and 14 of the 98 centres, for the post-privatisation transformation process of a former public institution to improve the efficiency and performance of the REGIDESO.

## Activities

Carried out via the contractual partner GFA Consulting Group, Hamburg:

- Conduct of over 300 interviews with employees to create professional resumes and to conduct a training needs assessment
- Organisation and management of awareness workshops in the area of organisational development for REGIDESO staff and managers
- Development of a human resources database in MS Excel for all employees in the four provinces of Ecuateur, Bandundu, West Kasai and East Kasai, based on data validated during the evaluation interviews
- Inventory of additional regular staff at REGIDESO (temporary workers, day laborers, consultants, etc.)
- Analysis of staff costs and evaluation of salary arrears

## Achievements

- Elaboration of 106 short, medium and long term measures to improve the efficiency of REGIDESO, including 34 in the field of human resources and nine in the field of organisational development
- Delivery of a first complete human resources database to the REGIDESO partner on 1 June 2017
- Development of an updated staff report with organisational charts for four provinces
- Systematic visualisation of key performance indicators for the 14 secondary centres in the technical, commercial, financial and human resources fields via a dashboard
- Preparation and facilitation a one-week human resource training for HR executives