

Strategic Development Plan for the Water Sector in Dominica - Human Resources Management

Country:	Dominica
Region:	Caribbean
Customer:	Caribbean Development Bank
Partner:	DOWASCO – Dominica Water & Sewerage Company Ltd
Duration:	September 2019 – April 2021



Starting point

Dominica is located in the cyclone belt of the Caribbean and has already been devastated by tropical cyclones. The government intends to better protect itself against extreme situations and restore public services such as emergency water supply more quickly and efficiently. At the same time, the water sector should have high quality water at a reasonable price.

Scope

As part of a strategic water sector development plan in Dominica, the focus is on strengthening DOWASCO's HR management and organisational development.

Activities

Carried out via the contractual partner FICHTNER Water & Transportation GmbH, Stuttgart, Germany

- Analysis of the current organisational structure and evaluation of previous models
- Development of a target organisation in a participatory approach
- Analysis of the vulnerability of the existing enterprise management system with a focus on the human resources information system
- Verification and revision of the training plan for all concerned directorates
- Support for the creation of a modern and professional human resources area
- Definition of training requirements for qualified profiles in the water sector needed in the future
- Implementation of a comprehensive online employee engagement survey

Achievements

- Creation of a brief personnel report as of 1st October 2019 including creation of current organisational charts
- Development and implementation of an employee engagement survey including the implementation of 6 feedback workshops with a total participation rate of 63% of all staff
- Creation of a catalogue of measures with short, medium and long-term activities to improve employee loyalty and motivation
- Implementation of concrete measures to strengthen and to professionalise the HR area
- Proposal for a DOWASCO target organisation