Study Tour

Merits and recommendation

Case Study visit to kingdom of Morocco

01st – 10th October 2012
**Introduction**

Based on the main objective of the Africa Public Sector Human Resources Managers’ Network (APS-HRMnet) is to enhance the human resources and strengthen professionalism in the public service in Africa in addition to the creation of competent personnel to effectively manage performance in the public service.

In collaboration with the United Nations Department of Economic and Social Affairs (UNDESA), APS-HRMnet has organized study tour to Morocco during the period 01\textsuperscript{st} – 10\textsuperscript{th} October 2012 for an African delegation consisting of seven human resources and public service professionals from various African countries as below:
<table>
<thead>
<tr>
<th>No</th>
<th>Name</th>
<th>Country</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ahmed Al Tayeb Al Sammani</td>
<td>Sudan, Khartoum</td>
<td>Manager, Department of Follow up, Coordination &amp; States Affairs, Ministry of Human Resources Development &amp; Labor</td>
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<tr>
<td>2</td>
<td>Adama Traore</td>
<td>Mali, Bamako</td>
<td>General Clerk, Ministry of Public Service &amp; Administrative Reform</td>
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<tr>
<td>3</td>
<td>Mankalya Zikra</td>
<td>Niger, Niamey</td>
<td>Technical Advisor, Ministry of Public Service &amp; Recruitment</td>
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<tr>
<td>4</td>
<td>Yamba Hermann</td>
<td>Burkina Faso, Ouagadougou</td>
<td>Manager, Department of the Management of Professional Careers, Ministry of Public Service, Recruitment &amp; Social Insurance</td>
</tr>
<tr>
<td>5</td>
<td>Bandu Le Max</td>
<td>Congo, Kinshasa</td>
<td>Personnel Manager, Ministry of Public Service</td>
</tr>
<tr>
<td>6</td>
<td>Mamadu Lamine Sane</td>
<td>Senegal, Dakar</td>
<td>Manager, Department of the Management of Professional Careers, Ministry of Public Service, Recruitment &amp; Institutional Relationship</td>
</tr>
<tr>
<td>7</td>
<td>Osman Bangura</td>
<td>Guinea, Conakry</td>
<td>Assigned Advisor to Follow up and Control the Number of Staff recruited at the Ministry of Public Service &amp; Recruitment</td>
</tr>
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</table>
Importance of the Tour

The importance of the tour comes from the fact it demonstrated the concern shown by the United Nations Department of Economic and social Affairs (UNDESA) and Africa Public Sector Human Resources Managers’ Network (APS-HRMnet) to the issue of human resources as they occupy strategic position in development and the need to invest in, develop and professionally tuned human resources to the role they should play. The following thematic areas were proposed for the tour considering the concern given by APS-HRMnet to the human resource management function in the public service in Africa:

1. Human resources development policies.
2. Professionalism, ethical behavior and integrity.
3. Attracting the best talents or workers to serve in the public offices.
4. The provision of pension or retirement.
5. Application of media and communication technology in human resources management.
7. Management of employees files.
8. The provision of wages.
9. Planning and development of professional careers.
10. Work relationships.
**Objectives of the Tour**

1. Participation, share and exchange information, knowledge and successful experiments in the area of human resources between the host country and participating countries.

2. Support the efforts of Africa Public Sector Human Resources Managers’ Network (APS-HRMnet).

3. Building the capacity of human resources managers in the public service in Africa.

**The Program**

*The program which continued for eight days included the following:*

- Shows and discussions.
- Presentations and seminars.
- Field tours.
- Distribution of handouts.
- Informative tours to see to what extent human resources are developed in the host country.
1. The General Evaluation of the Tour

To accomplish any assignment in a proper manner you always need to evaluate and improve your performance. Therefore, I shall use SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) to evaluate the accomplishments of this tour.

**Strengths**

1. Arrangements and reception were highly organized – something that has largely contributed to increased benefits reaped from the tour.
2. The time was managed effectively hence the increased number and range of the programs.
3. The program was varied, expansive and pretty much covered the thematic areas of human resources management. Moreover, the delegations participated in the live events conducted at the conference halls.
4. Access to additional information through exchange of knowledge and participations.
5. Access to a different literature of human resources management (French style) compared to the prevalent literature in Sudan (British style).
6. Availability of documents and prints that covered almost all the thematic issues.
7. Acquainting with new people and prevalence of brotherly spirit among the members of delegations.

**Weaknesses**

1. Lack of interpretation equipment and the reliance on a single language of communication throughout the period of tour.
2. Duplicity and repetition of the programs particularly those related to information technology.
3. Protracted daily program (from 09:00 AM to 09:00 PM nonstop).
4. Failure to provide sufficient time for the participating countries to relay their respective experiences in human resources management.

5. Failure to provide sufficient time to private sector relay their experiments in the training of human resources – most experiments were from government institutions.

**Opportunities**

1. It is pretty much enriching experience that the delegations from 8 countries meet together in the host country. This will probably open the window wide for future cooperation.

2. Strengthening and enhancing the UN role in supporting development in Africa (though the initiatives of APS-HRMnet).

3. Open new horizons of cooperation between the participating countries and the UN agencies.
4. Having acquainted with international experts in human resources management will increase the chances of future cooperation vis-à-vis the activities undertaken in our country.

5. Access to different cultures and nations will enhance the chance of utilizing our local resources.

**Threats**

1. The division of groups based on linguistic lines may effectively undermine their interaction and weaken the chances of sharing knowledge and experiences.

2. There must be a reasonable time sequence between one program and the next – longer periods are not recommendable. Hopefully to be organized annually.

3. The geographical limitation of APS-HRMnet.
Conclusion

This program is substantially beneficial to Africa and the broader world through the exchange of experience, the sharing of successful experiments and the creation of professionals in human resources management to contribute to the development of communities and fulfill the UN objectives to achieve the welfare and stability of all nations across the globe. It is recommended that the program to be organized on regular basis and the countries have to participate at the highest levels.

In fact, the selection of the host country has contributed enormously to the success of the program. Many thanks to Dr. Jalilah Zarouq and her dedicated team for without them this tour could have been a success. We are grateful to the government of the Kingdom of Morocco and its people for their warm reception and hospitality.
Thanks

Best regards

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