

## **Abstract**

Employees of an organization are considered its invaluable assets. Managing them is the utmost challenge of any organization. Unless they are managed in a beneficial way, the organization is sure to fail on its targets and they become a burden. Human resource management (HRM) is so important that all organizations world over spend much of their resources in finding out a better solution. Healthcare delivery systems cannot stand exception to this rule.

In Sri Lanka, healthcare delivery is dominated by the Government controlled public hospitals which are controlled and managed by the Ministry of Health. Doctors play the central role in delivering healthcare services. So their HRM needs more attention. A feasible solution need to be found before it was too late in this fast moving world. The current system of HRM of Doctors of the Ministry of Health is an age old paper-based manual system. This existing system is inherently slow in execution and inaccurate in record keeping aspect. Delay in document transfer from place to place, labour-intense document tracing, loss of documents and data redundancy in addition to wastage of money are all identified pitfalls of the system.

Digitalizing this manual system will definitely benefit the Ministry and the country in the long run. This dissertation attempts to find a solution to digitalize the process of human resource management of all Doctors of the Ministry of Health, Sri Lanka. Requirements of the system were identified to develop a suitable software system and a comprehensive feasibility study including technical, economical and operational feasibilities was also done. System needed to be designed without compromising the work flow of current system. Suitable customizable open source software was looked for after considering all requirements and feasibilities.

iHRIS Manage 3.1.3 (part of iHRIS suite) was identified as suitable for customization as this was exclusively developed for the use in Healthcare. The system could be installed in the existing hardware and software infrastructure of the Ministry and its other institutions using intranet or internet. This ensures lower initial cost while having flexibility for future development. This will require a dedicated central server machine. Stand-alone iHRIS Manage 3.1.3 was proposed as an alternative solution if problems occur with intranet, internet or server machine. It is observed iHRIS Manage does not have facilities for adding leave details and facilities to process and record the transfer process of a Doctor.