

Title	Automated APAT and My HR Portal
Organisation	Department of Trade, Industry and Competition
Innovation	The APAT and My HR Portal features leave management, employee records, bursary management, complaints, grievances, disciplinary matters, personal improvement plans, service excellence awards and exit checklists. The automation of the performance management system and HR portal represents a strategic move towards modernising HR operations, fostering a more efficient, transparent, and employee-centric workplace. This project aligns with the department's broader digital transformation goals and aims to deliver sustainable value through enhanced HR service delivery.
Impact	Automating the HR processes in the dtic has led to numerous service delivery improvements across the department. The following are areas where it has had positive impact: • It reduces manual workloads, enabling HR teams to respond more quickly to employee enquiries, onboarding requests, and other service needs. • The system has reduced the likelihood of human error in data entry and ensure adherence to regulatory requirements, reducing compliance risks. • Employees can access HR services and information anytime through the self-service portals. • Automated HR processes facilitate real-time data collection and analytics, supporting better decision-making and strategic planning. • Reduced manual processes lowers administrative costs and frees HR personnel to focus strategic initiatives. • Automation ensures uniform application of policies and procedures, leading to a more consistent employee experience.