

Introduction

The Human Resource (HR) System to be developed for any Bank in South Sudan must comprehensively include the following 12 key components.

Each component must align with the specific legal mandates from the South Sudan Labour Act, 2017, Income Tax Act (2009 amended 2016) and emerging human capital governance expectations: -

1. Employee Records Management (Legal Requirement) – Reference to South Sudan Labour Act, 2017 – Part III – The HR system must store and manage comprehensive employee data, including: -

- Full name, gender, nationality, and date of birth
- National ID/passport, work permit or immigration status (if non-national)
- Contract type: Permanent, Temporary, Probationary
- Job title and detailed job description
- Employment start date and termination date (if applicable)
- Salary structure and benefits
- Bank account/payment method
- Emergency contact details
- Digitized copies of employment contract, academic/professional qualifications
- Performance evaluations and career progression history

2. Payroll and Tax Management – Reference to the Income Tax Act, 2009 (Amended 2016)

- This component ensures accurate, lawful salary disbursement and taxation: -
 - Automated salary processing – Basic pay, allowances, deductions
 - Personal Income Tax (PIT) – Computed using SSRA tax brackets
 - Support for pension deductions and social insurance (for future compliance)
 - Payslip generation (monthly) and annual payroll reports
 - Compliance reports for National Revenue Authority (digitally integrated where possible)
 - Calculation of end-of-service gratuities and benefits
 - Bonus, overtime, and arrears tracking

3. Leave and Attendance Management – Reference to Labour Act, 2017 – Working Hours & Leave - The system must facilitate the lawful administration of time-off: -

- Leave types: -
 - Annual Leave: Minimum 21 working days per year
 - Maternity Leave: At least 90 days
 - Paternity Leave
 - Sick Leave
 - Unpaid & Compassionate Leave
- Public holidays (auto-updated from national gazette)
- Real-time attendance and biometric timesheet tracking
- Leave accrual and balance monitoring

4. Recruitment and Onboarding – In Reference to the Equal Opportunity & Fair Labor Standards - Digitize the entire hiring and induction process: -

- Vacancy creation, requisition approvals, and job postings
- Application tracking system (ATS)
- Interview scheduling and digital scoring rubrics
- Offer letter generation and digital contract issuance
- Onboarding checklists for documents, briefings, and ID issuance
- Audit trail for each hire to support transparency

5. Training and Development – In Reference: Staff Development Best Practices

Track learning and capacity-building initiatives: -

- Training history (internal and external)
- Certification uploads and expiry tracking
- Mandatory trainings (e.g., compliance, AML/CFT, ethics)
- Training needs assessment (TNA) per department
- Individual Development Plans (IDPs)

6. Performance Management – In reference to the Performance-Based Advancement Practices - Ensure structured employee evaluations: -

- Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goal setting at individual and departmental levels
- Quarterly and annual appraisals
- Key Performance Indicators (KPI) dashboards and scoring matrix
- Talent pool tracking for succession planning
- Promotion recommendations and justification logs

7. Disciplinary and Grievance Procedures – In Reference to the Labour Act, 2017 – Part VI & IX - Track conduct-related matters with full documentation: -

- Record of: -
 - Verbal and written warnings
 - Disciplinary hearings, decisions, and sanctions
- Grievance registration and resolution tracking
- Appeals management and fair hearing documentation
- Case closure and legal compliance verification

8. Compliance and Reporting – In Reference to the Labour Act, Tax Laws & Audit Standards - Build automated regulatory compliance tools: -

- Labour inspection readiness checklist and reports
- Gender and diversity workforce reports
- Health and Safety Incident Logs (OSHA-style)
- Internal audit preparation tools
- External reporting compliance with Bank of South Sudan or Labor Ministry

9. Benefits and Welfare Management – In Reference to the institutional Policy Alignment with Labour Standards - Track all non-salary staff support: -

- Medical/health insurance scheme participation
- Staff loans and salary advance tracking with recovery schedules
- Emergency/welfare funds disbursement and tracking
- Rewards and recognition programs

10. Termination and Exit Management – In reference to the Labour Act, 2017 – Part VI
Support fair and documented exits: -

- Resignation or termination letter archiving
- Exit clearance form and property return
- **Certificate of Service** issuance (mandatory by law)
- Exit interviews with feedback archiving
- Calculation of final dues and benefits

11. HR Policy Repository – In Reference to the Internal Governance Best Practice
Provide centralized access to key HR documents: -

- HR Policy Manual
- Code of Conduct
- Leave and Attendance Policy
- Disciplinary Code and Procedures
- Grievance and Whistleblower Policy
- Anti-harassment and Equal Opportunity Policy

12. Security, Confidentiality & Access Controls – In Reference to the South Sudan's Legal Expectations for Data Privacy - Safeguard sensitive HR data through: -

- Role-based system access (admin, HR officer, employee)
- Employee Self-Service Portal (ESS) for:
 - Payslips, leave applications, updates
- Encryption, password policies, and secure cloud/server storage
- Audit logs and digital footprints for accountability

Table Summary for Legal and Functional Requirements

S/NO	Module	Legal Basis	Function
1.	Employee Records	Labour Act Part III	Mandatory data registration
2.	Payroll & Tax	Income Tax Act 2009	Legal salary and PIT compliance
3.	Leave & Attendance	Labour Act – Leave	Legal leave entitlement tracking
4.	Recruitment	Equal Opportunity Principles	Transparent hiring
5.	Training	Staff Development Norms	Skill-building, compliance
6.	Performance Mgmt.	Appraisal Best Practices	Staff motivation and promotion
7.	Discipline/Grievance	Labour Act – Part IX	Due process for misconduct
8.	Compliance Reports	Legal audits, SSRA	Preparedness and inspections
9.	Welfare/Benefits	Labour Practice	Staff support programs
10.	Termination	Labour Act – Part VI	Exit formalities and benefits
11.	HR Policy Docs	Governance best practices	Policy transparency
12.	Security & Access	Privacy and Data Norms	Confidentiality protection