Chapter 5: FAQs

Even with a well-designed system, users may encounter questions or uncertainties when working with the **People Management** module. Having clear answers to common queries helps ensure a smooth experience and minimises disruptions.

This chapter compiles frequently asked questions related to the module's functionality, troubleshooting common issues, and best practices for optimising usage. Topics may include login issues, permission settings, data entry guidelines, and integration queries.

By addressing these common concerns, this section serves as a quick reference for users who need assistance, helping them resolve issues efficiently and continue using the **People Management** module effectively.

FAQs for Managers and Employees

What is the People Management module used for?

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The **People Management** module is a centralised system used to manage employee information, organisational relationships, and key HR data. It provides a structured way for users to access people-related information, ensuring consistency, accessibility, and alignment with organisational processes.

It also supports workforce visibility and engagement by allowing users to view colleagues, understand reporting structures, and interact through features such as Kudos.

What can I see on the People Management dashboard?

What can I see on the People Management dashboard?

The dashboard is a centralised directory that displays employees across different views such as My Team, My Department, and My Company.

It allows users to quickly locate individuals, understand team structures, and engage with colleagues. It serves as a single entry point into the workforce and improves visibility across the organisation.

Can I view other people’s profiles?

Can I view other people’s profiles?

Yes, if activated, users can access other profiles according to their assigned permissions.

Typically, employees can view colleagues within their team, department, or organisation, while administrators may have broader access. All visibility is controlled through role-based permissions, reporting lines, organisational units, or people groups.

Can I update my own profile?

Can I update my own profile?

If the employee self-service functionality has been enabled, users can update certain parts of their profile . This depends on how the system has been configured. Some fields may be editable, while others may be restricted to administrators only.

What information can I maintain in my profile?

What information can I maintain in my profile?

Your profile may include identity details, biographical information, contact details, addresses, reporting lines, and employment history.

It may also include extended sections such as training, performance data, and other HR-related records, depending on system configuration and permissions.

Why can I edit some fields but not others?

Why can I edit some fields but not others?

Field access is controlled by system configuration and permissions. Some fields are marked as view-only, while others are editable by users or administrators. If a field cannot be edited, it means your role does not have permission to modify it.

Can I see my reporting line and organisational structure?

Can I see my reporting line and organisational structure?

Yes, users can view their position within the organisational structure. Through the dashboard and related features, you can see reporting lines, team members, and hierarchical relationships, helping you understand how your role fits into the organisation.

What is Kudos?

What is Kudos?

Kudos is an engagement feature that allows users to recognise and interact with colleagues. It supports a positive workplace culture by encouraging appreciation and visibility across teams.

Can I access training or performance information?

Can I access training or performance information?

In some configurations, users can view information related to training, performance, and development on their profiles. Access depends on permissions and how the system has been configured by administrators.

Why do different users see different information?

Why do different users see different information?

The system uses role-based access control to determine what each user can see and do. Differences in roles, reporting lines, organisational units, and people groups result in different views and access levels for each user.

FAQs for Administrators

What is the role of an administrator in People Management?

What is the role of an administrator in People Management?

Administrators are responsible for configuring the system, managing employee data, assigning permissions, and maintaining organisational structures.

They also ensure **data accuracy**, **compliance**, and proper **governance** across the module.

What is required before setting up the module?

What is required before setting up the module?

The only prerequisite is configuring the email server if the default system email is not used. This ensures notifications and system communications function correctly.

How do I activate and configure the module?

How do I activate and configure the module?

Navigate to the **Setup and Configuration** menu and open **Product Setup**. From there, locate the **People Management** module, activate it, and configure the relevant settings and fields to suit organisational requirements.

What can be configured in Product Setup?

What can be configured in Product Setup?

Administrators can configure field visibility, edit permissions, and required fields.

They can also define username generation rules, default passwords, and validation settings such as ID number validation.

How do I manage master data?

How do I manage master data?

Master data is maintained in the **Master Data Library** and includes standardised values such as gender, citizenship, titles, and more.

Administrators should update this data before configuring fields in **People Management** to ensure consistency across the system.

How do I create or update the organisational structure?

How do I create or update the organisational structure?

Access the **Organisational Structure** section from the **Setup and Configuration** menu.

You can create levels, edit existing ones, and organise them using drag-and-drop functionality to reflect your organisation's structure.

Can organisational units be deleted?

Can organisational units be deleted?

Yes, but only if certain conditions are met. An organisational unit cannot be deleted if it has subordinate levels, active positions, or vacant positions. A valid reason must also be provided before deletion.

How do I interpret organisational structure status indicators?

How do I interpret organisational structure status indicators?

Status indicators show the state of positions within an organisational unit. Typically, colours represent filled, vacant, or inactive positions, allowing administrators to quickly assess workforce distribution.

How do I create job titles and positions?

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Use the **Job Management** module to create job titles and assign positions. After creating and publishing a job title, positions can be added and linked to the organisational structure.

What is the difference between a job title and a position?

What is the difference between a job title and a position?

- A **job title** defines a role, while a position represents a specific instance of that role within the organisation.
- **Positions** are linked to organisational units and can be filled or vacant.

How do I manage user permissions?

How do I manage user permissions?

Permissions are managed within a user’s profile under the **User Permissions** section.

Administrators can assign access based on reporting lines, organisational units, or people groups, and define what users can view or edit.

What are people groups?

What are people groups?

People groups are custom-defined groups of users based on organisational criteria. They are used for managing access, reporting, and communication, especially in large or complex organisations.

How do I assign administrative access to other modules?

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Use the **System Modules Admin** section of a user's profile, and select **Link Role**.

From there, you can assign administrative roles for various modules and configure their permissions accordingly.

How does the system support compliance and data governance?

How does the system support compliance and data governance?

The system includes audit tracking, controlled permissions, and structured data capture. These features ensure accountability, traceability, and consistency across all employee data.

What access is required to appoint new employees?

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To appoint new employees, a user must have access at the organisational unit level. Role permissions alone are not sufficient without the appropriate organisational access.

How do I decide which fields should be required or editable?

How do I decide which fields should be required or editable?

This is configured in **Product Setup**. Administrators can define whether fields are required, view-only, or editable by users or administrators, ensuring alignment with organisational policies and data standards.