

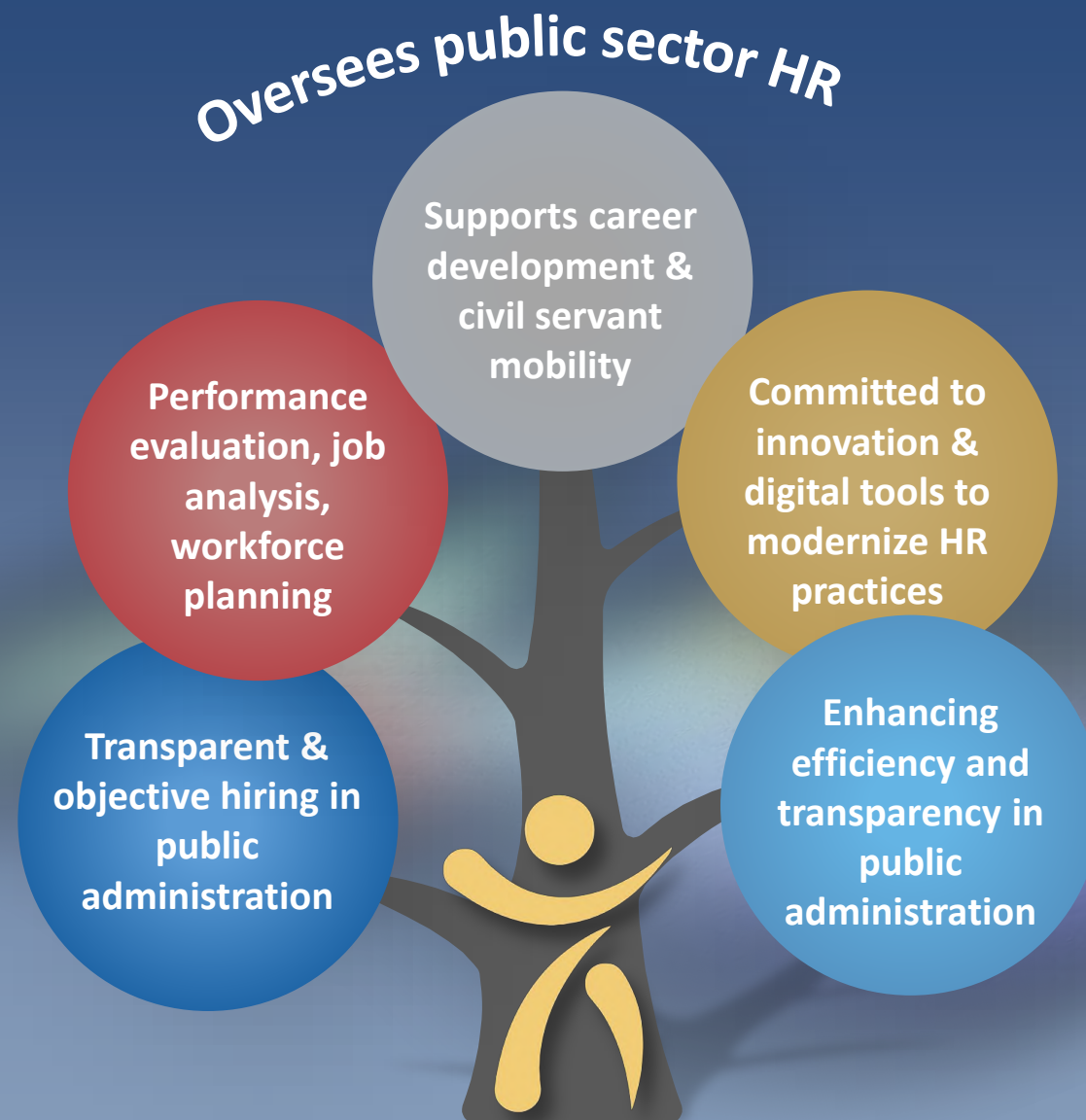


CAEfficiency

The Human Resource Management Service of the Government of Serbia

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10th CAF Users' Event under the Polish Presidency of the Council of the EU
10th April 2025, Warsaw



Context (background of the organisation)

Background of the case

The Human Resource Management Service through CAF



Organize trainings



Do a self-assessment



Create an improvement plan

Implement the improvement plan





Why CAFiciency?

***BECAUSE OF THE IMPORTANCE OF
PERFORMANCE MONITORING!***

①

Reminds of
deadlines

②

Identifies activity
coordinators

③

Monitors the
execution of
tasks in detail



Prijavi se

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Šifra

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☐ Zapamti me

[Zaboravili ste šifru?](#)

Prijavi se





Results/outcome



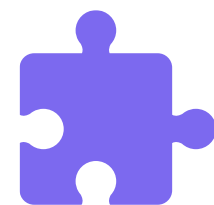
- Improved efficiency and on-time task completion
- Increased employee engagement and proactive participation
- Showcased at International conference & EIPA online conversation
- Used by Accreditation Body of Serbia & Office for Combating Drugs
- 40% increase in task completion, 50% reduction in follow-ups
- 85% of staff felt more involved and motivated

Lessons learned & key recommendations



- Key challenge: Sustaining progress in improvement plans
- Digital tools reduce administrative burden and improve efficiency
- Transparency and inclusivity foster sustained engagement
- Continuous improvement based on user feedback is essential
- Early employee involvement drives adoption and long-term success
- CAEfficiency is flexible and adaptable to organizational needs





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Human Resource Management Service



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Q & A