

# Documentation: A Critical Tool In The Reduction Of Unapproved Absenteeism

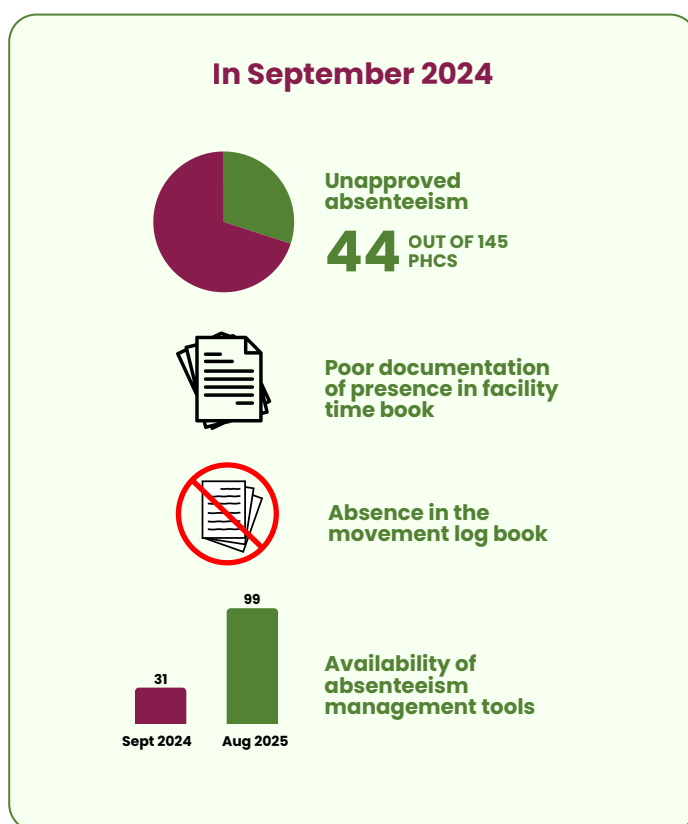
*A Technical Brief on Strengthening Workforce Accountability in Primary Health Care Facilities, Nasarawa State*

## Executive Summary

Unapproved absenteeism undermines productivity, disrupts operations, and affects patient trust. Through the **Nasarawa State Primary Health Care System Strengthening Project** (NSPHCSSP), documentation tools have been introduced and reinforced to track absenteeism effectively.

## Context and Problem Statement

In Nasarawa State PHCs, absenteeism has long been monitored through manual attendance tracking. This method, while somewhat effective, often produced inaccuracies and bias. With the NSPHCSSP, a more robust documentation system has been introduced, reinforcing tools such as **timebooks**, **movement books**, **duty rosters**, **absenteeism trackers**, and **headcount registers**.



## Intervention: Documentation Tools Introduced

- **Timebook** – Tracks daily attendance
- **Movement Book** – Records staff movement during duty hours
- **Duty Roster** – Assigns responsibilities and shifts
- **Absenteeism Tracker** – Identifies patterns of absenteeism
- **Headcount Register** – Verifies staff availability

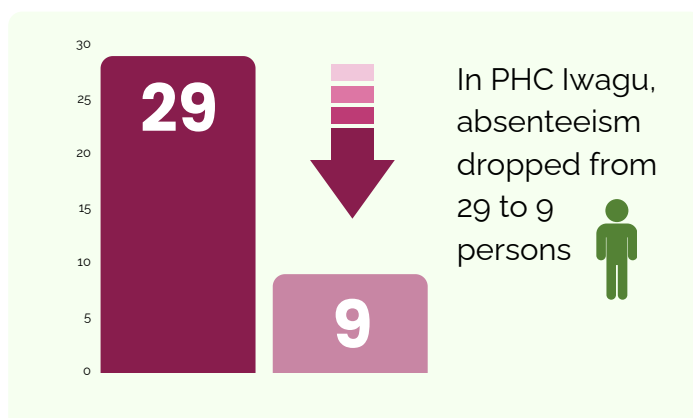


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### Results

- Unapproved absenteeism dropped significantly with reinforced documentation tools.
- Facility trust and service delivery improved substantially



### Lessons Learned

- Documentation builds accountability without harming staff morale.
- Patterns of absenteeism become visible, enabling targeted interventions.
- Strengthens decision-making for recruitment and workforce planning.



*"Since we learned to adhere strictly to proper documentation (use of time and movement books), service delivery and staff attendance have greatly improved."*

**– Officer in Charge, PHC Iwagu**

### Conclusion and Recommendations

- Sustain attendance monitoring policies.
- Integrate absenteeism documentation into HR performance evaluations.
- Adopt documentation tools as part of workforce planning strategies.



**Sociocapital**, with support from **Technical Advice Connect (TAC)**, led the interventions that transformed the M&E landscape in Nasarawa State PHCs. By championing documentation, real-time data use, and accountability, we:

- Improved data-informed decision-making
- Enhanced advocacy and planning with evidence
- Strengthened health outcomes through system resilience

This intervention reflects our mission of health system strengthening, accountability, and sustainable improvement of PHC services in Nigeria.

