

A Role of Human Resource Management in the Public Sector

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Abstract

This article shows that HRM practices and policies have a big impact on the public sector. Job design, teamwork, leadership, managers, staffing, and career management are all important parts of human resource management in the public sector. This article discusses how contemporary HRM relates to the public sector's change agenda, as well as the currents in public sector reform. It highlights the distinctions between the classic bureaucratic model and the new management approach to public sector operations and activities. It examines how institutional, policy, and organizational changes ushered in a new way of managing public sector employees. The purpose of this article is to analyse the motivation factors of human resources to enhance the effectiveness of existing administrative functions and procedures. For the realization of the intended purpose, the descriptive method was used in this study. Official websites serve as a source of secondary data, whereas questionnaires serve as a source of primary data.

Keywords: *Management, performance, human resources, the process of HRM, performance, organization.*

1. INTRODUCTION:

According to this overview of HRM in the public sector, HRM has a significant impact on the progress of the public sector. This development would not have been possible without the contribution of HRM. Each HR manager's perspective on jobs and organizations, public sector management. It examined how changes in institutional, policy, and organizational frameworks affect public sector jobs and conditions of service.

HRM has become more important because it's possible to get an advantage in a fast-changing and demanding world, so it's become more important. This has made HRM more about how organizations can change with changes in the world around them (Wright and Snell 1998). An effective operation and supervision of citizens in a group is supposed to be a way for groups to deal with difficult and chaotic situations and make more effective products.

HRM can be used by public sector organizations. There are a lot of things that need to be done by public sector organizations to make things easier for people to get paid, set up payment systems, and find jobs. However, the uniqueness of the public sector may add a layer of density that doesn't work well with HRM as a planned coworker in completing organizational competitiveness. This is because the public sector tends to focus on community benefit outcomes more willingly than private benefit. We need to modernize and improve human resource management in order to grow our public institutions. This implies that we must increase individual efficiency and improve their performance.

The rehabilitation of administration and making it citizen-based, more responsible, and offering the finest quality service at the lowest cost calls attention to this essential resource. The significance of this study is that it identifies the operations that must be included in human resource management for public sector development.

Public sector and human resources management

Human Resource Management is all about "managing people in the employer-employee relationship," and it's all about getting the most out of an organization's members (Stone 1995). Human resource management, according to Stone, is concerned with the "acquisition, growth, reward, and motivation, maintenance, and exit" of personnel. Workforce planning and capability audits are just a few of the problems faced by HR managers, as are hiring and evaluating new employees as well as training and developing current employees.. Furthermore, according to Ferris and Wright (1996), HRM is all about comprehending and interpreting the legal structure and environment that regulates how jobs are organized and how people collaborate.

Competitive advantage is thought to come from effective Human Resource Management, on the other hand (Walker 1992). In a quickly changing and dynamic world, HRM has shifted its focus to this advantage. In the Public Management Review process, an organization's ability to adapt to changes in its environment is a consideration (Wright and Snell 1998). In this approach, it is said that the correct use and management of people in companies is a powerful instrument that may help them deal with complicated and turbulence settings and create superior organizational outcomes. Human resource management is clearly applicable to public sector enterprises. Employees in the public sector must be hired, trained, and compensated. All of these things are necessary for them to have a well-structured employment policy in place, as well as payment systems and conditions of employment. Due to the public sector's focus on the public good, HRM may not be able to play a big role in helping businesses be more competitive and make more money because of this.

People who work for the government have used HRM to make their workplaces more flexible, get rid of centralized agencies, and use the same rules across all services. People who work for the company have been given more responsibility for staff management because of more flat management structures and programmes to decentralize and devolve power. (Gardner 1993; Gardner and Palmer 1997; Shim 2001). A lot more wide and multi-skilled jobs were added at the job level. Performance and production measures were also given a lot more consideration. Human resources might be leveraged to achieve performance results that were in line with the public sector's long-term goals, according to emerging HRM models in the public sector (Gardner and Palmer 1997). As a result of this orientation, there was a lot of focus on getting and keeping people who could get the job done, and there was little or no effort to keep people in their jobs. Performance management was used by the human resources system to make workers more flexible and more productive.

The new system, on the other hand, has been criticized because it has led to a decrease in working conditions and career opportunities.

Downsizing and contracting out may also have made the service worse. Under the NPM (New public management) rule, some of the things that set the public sector apart from other businesses and non-profit groups have been lost. People said that adopting NPM practices and principles would have cut back on benefits and wages for employees, cut back on staff, and change the culture and structure of the company. This is what people say (Black and Upchurch 1999). Also, the reforms have altered how the government interacts with and shapes relationships with groups outside of government,

which is why they are so significant. People have come up with new ways to provide market-based services because of things like contracting out and bidding on jobs (Klijn 2002). Government services are now delivered in a different way, and this has changed how the public and private sectors work together. Communities have been forced to provide a wider range of services because of competitive tendering or contracts that say more concerning the use of human resources in the delivery of services. This is due to increased rivalry between service delivery organisations and companies who contract other companies to undertake work for them. When community groups get money from governments, they have to make sure they do a better job. People who work for the government need to be more organized and have more skilled people to do their jobs (Brown and Ryan 2003). As government jobs get bigger, HRM has had a big impact on how the government works. HR management has made a big difference in how we understand the parts of the "new" public sector. When it comes to setting the stage for change, New Public Management is at the top of the list. As a result of changing from personnel administration to human resources management (HRM), the public sector has seen multiskilling, redesigned career paths, the eradication of seniority in promotion, and greater attention on equality issues. (Brown 1997). People in the public sector need to think about how new HRM ideas in the public sector will affect organizations, the labor market, and management. For example, high-tech information technology and demographic trends like the ageing population must be addressed in human resource management in the public sector, as well as the increasing relevance of leadership, leadership development, and knowledge management systems in the public sector. These are the challenges that have an impact on and are confronted by human resource management in the government. (Shim 2001).

2. Objectives:

This study aimed to

- To study human resource management and its impact on the public sector
- To identify the present role of HR management in the public sector

3. Research Methodology

Primary research is defined as a method used by which researchers collect data directly from participants rather than relying on previously collected data. They "own" the data technically. The term "secondary research" refers to studies that make use of previously gathered information. The available data is properly summarized and collated to increase the overall utility of the research. Secondary research is research that has been published in peer-reviewed journals, conference proceedings, or other comparable documents. Primary and secondary research methods were used to conduct interviews and surveys. The descriptive method was used in this study. Official websites serve as a source of secondary data, whereas questionnaires serve as a source of primary data. Additionally, this data incorporated secondary data. The researcher has chosen to collect primary data via survey.

Sample size

As part of the survey procedure, the researcher has selected 100 people as participants, all are from the public sector like (MNC, BANK, PRIVATE COMPANIES etc.) are from. As a result, there are 100 participants in the study. I have randomly selected all participants from public sectors.

Tools for data collection

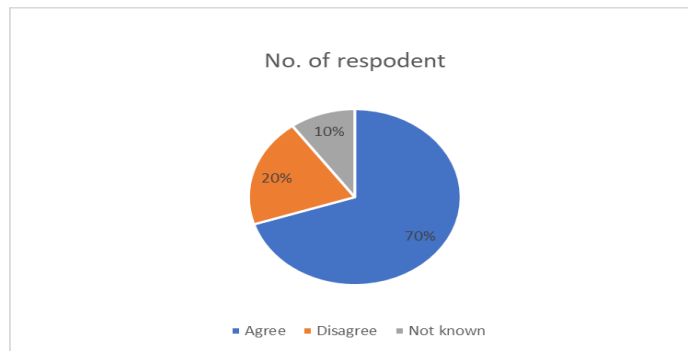
According to the International Organization for Standardization (ISO), data collection and analysis tools are a collection of charts, maps, and diagrams that are used to collect, analyses, and present data for a variety of applications and industries. The researcher used Microsoft Word and Excel to organize and save data from a large number of individuals.

Questionnaire for survey

Q.1 Do you think that HRM is increasingly important in today’s public sector organization?

Table 1.

Opinion	No. of Respondent
Agree	70
Disagree	20
Not known	10

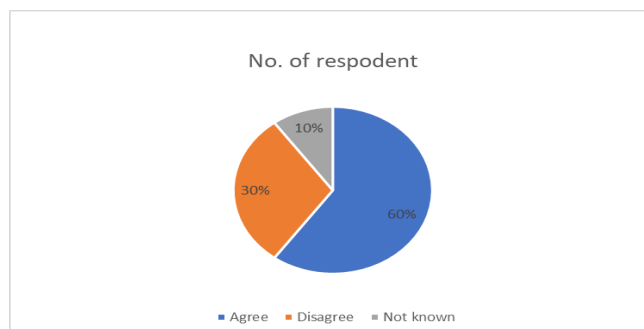


When the researcher asked a question that “Do you think that HRM is increasingly important in today’s public sector organization”? more than 70% of the participant were agreed with the statement but 20% disagreed with the statement. While 10% were not known about the question.

Do you think human resource management is necessary for the growth of an organization?

Table 2

Opinion	No. of Respondent
Agree	60
Disagree	30
Not known	10



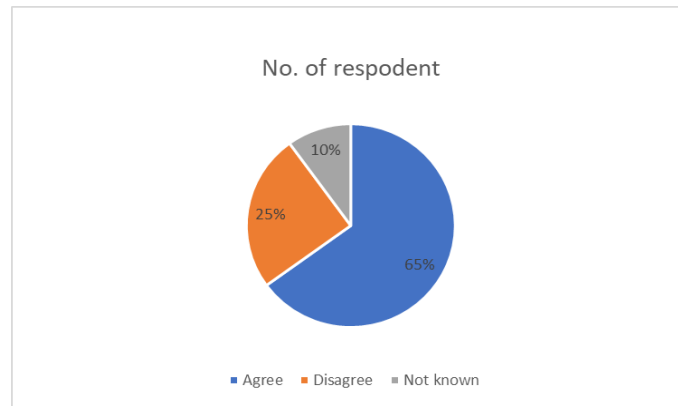
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When the researcher asked a question that “Do you think that HRM is increasingly important in today’s public sector organization”? More than 60% of participants were agreed with the statement but 30% disagreed with the statement. While 10% were not known about the question.

Do you think HRM plays a key role in innovation in the public sector?

Table 3

Opinion	No. of Respondent
Agree	65
Disagree	25
Not known	10

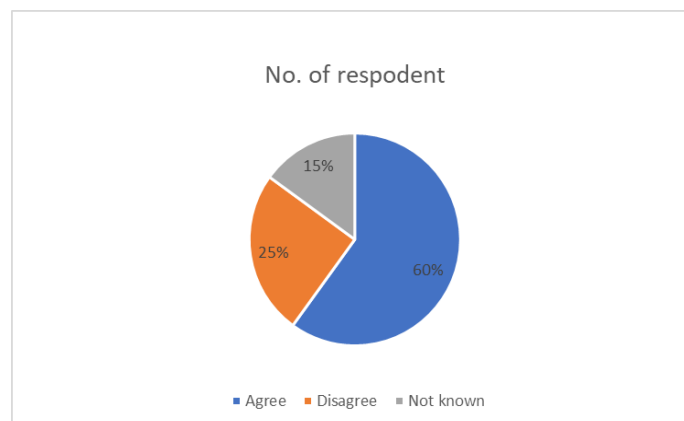


When the researcher asked a question that “Do you think that HRM is increasingly important in today’s public sector organization”? to the participant than 65% people were agreed with the statement but 25% disagreed with the statement. While 10% were not known about the question.

Do you think HRM plays a key role to organize the organization's culture?

Table 4

Opinion	No. of Respondent
Agree	60
Disagree	25
Not known	15

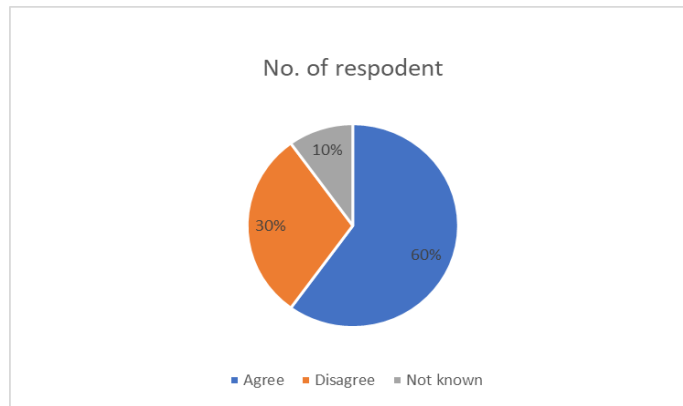


When the researcher asked a question that “Do you think that HRM is increasingly important in today’s public sector organization”? More than 60% of people were agreed with the statement but 25% disagreed with the statement. While 15% were not known about the question.

Do you think HRM has a significant impact on public sector organizations?

Table 5

Opinion	No. of Respondent
Agree	60
Disagree	30
Not known	10



When the researcher asked a question that “Do you think that HRM is increasingly important in today’s public sector organization”? More than 60% of people were agreed with the statement but 30% disagreed with the statement. While 10% were not known about the question.

4. Result and discussion

During the present survey carried HRM increasingly important in today’s public sector organization mentioned in table 1 have been observed to most of the participants think that HRM is increasing the importance in the public sector. HRM keeps the balance between employee needs and satisfaction. next in table 2. Observed that most of the participants think human resource management is necessary for the growth of an organization. With the help of HRM, companies would be able to effectively recruit the right employees, and improve and enhance the organization. In table 3 has been observed that most of people think that HRM plays a key role in innovation in the public sector. HRM support and play a decisive role in encouraging employees to be innovative. Table 4 observed that the HRM plays a key role to organize the organization culture most of the were agreed also that HR activities such as continued training, establishing constant communication channels, incorporating employees, establishing clear goals, establishing a fair compensation system, developing people, and flattening the organisational structure and culture all benefit the firm.t. Next in table 5. have been observed that Human resource management has a large impact on public sector organisations. Most of the participants were agreed that HRM ensures the seamless and effective application of policies and processes in the public sector.

5. Conclusion:

Public sector leaders wanted a new way to run and structure the public sector because of rising costs, a lack of community trust in the government's ability to be responsive to them, and structural changes. This is what happened: The more significant question is not whether the basic thrust of reform, which places business requirements on how public services are delivered, is desirable, but rather what the optimal reform direction is given the current state of the public sector. The significance of human resource management as a platform for reform may then be calculated. There are many different beliefs about what the public sector should accomplish and how it should be governed when it comes to the public sector. It's also possible to come up with a realistic model of human resources that takes into account both the unique nature of the public sector and the changes that new management methods have made.

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