

Evaluation of Agency's Public Personnel Administration

Assignment 2: Evaluation of Agency's Public Personnel Administration

Introduction

As a consultant for a government agency, this paper will design recommendations and improvements for the agency's public personnel administration. In order to do this, the consultant has to become familiar with the agency, its departments and also understand the key factors. The department chosen from the government for this paper is the Social Security Administration (Kestenbaum, 2014).

Organizational Design

The organizational design is a process that aligns the organizational positioning from structures along with a strategic mission for the overall organization. This section will review, and analyze the mission, function and strategic objective of the organization. The Social Security Administration has clear organizational missions and goals (Kestenbaum, 2014). They provide the citizens of America with a form of social insurance that would allow the citizens to design their retirement plans. The human resource management is an important department of the entire organization and plays a vital role. The human resource management is important since the clients are the customers of the Administration and are the main source of profit or revenue.

The mission of the agency is to deliver the social security services in order to meet the changing requirements of the public. Therefore, in order to fulfill this requirement, the HRM is responsible for taking care of the customers. The strength of the department is that it has all the authority compared to the other departments of the administration; however, the biggest weakness is that most of the responsibility lies in the hands of the human resource management.

The organization has a very well designed website to offer the human resource. This website is part of the organizational structure since it depicts what the entire organization is all about (Kestenbaum, 2014).

Global Linkages and Personnel Management

The agency has been operation for several decades and has become a good resource of savings and retirement plans. The website is the best example of the global linkages that the company wants to set up. In the contact section, the social security administration website offers a wide range of languages that the website can be used in (Ssa.gov, 2014). This clearly proves that the agency wants people to invest into their plans and take advantage of the benefits. Social security administration also provides interpreter services so that customers that cannot speak English are also entertained. Further, if customers are unable to communicate over the phone, the organization allows them to take an appointment and physically visit an agent. This is the main approach that is undertaken while forming global and international linkages by the organization. The personal management system is the establishing work that the organization focuses towards. Personal management is what the social security administration does best; therefore, after assessing this section, it can be said that the organization succeeds in catering the personal management of the citizens in America (Ssa.gov, 2014).

Personnel Recruitment and Hiring Practices

Like most well established organizations around the world, the social security administration takes the hiring process very seriously. The recruiters try to hire the most qualified workforce that are eligible of maintain the large numbers of records and date. The

records and data include personal information, financial statements and other sensitive user data. Hence, it is the company's responsibility to ensure that the employees looking after these tasks are highly trained and work professionally (Weingarden, 2014).

The human resource management adopts a complex system that has its own sets of goals and practices that are undertaken before hiring a human resource. The first step regarding the recruitment and training of the workforce includes a strict filtering of resumes and portfolios. New workers are hired only on basis of merit and need to show exemplary academic qualifications in order to qualify for the desired position. The human resource system does this in order to meet their goals and fulfill the needs of the customers that want to sign up for the social security administration plan (Weingarden, 2014).

The second phase of the hiring process by the human resource is a written test that covers the IQ, general knowledge, and most importantly questions related to social security. This phase is also of great importance, because the customers require hard copies, reports and proofs of their chosen plans. This allows the human resource system to tally the objectives of the employer and judge if he or she is willing to do the given tasks.

The third step of the hiring process is the interview. The interview leads to the final decision of the human resource system. The questions asked during the interview vary from personal to the qualifications and then question the goals of the applicant. An important component of the interview is to judge how much stress the worker can take; because, customers come with a lot of queries and doubts, which can become troublesome for the workforce.

Employee Skills Training

In a world everything is changing at a rapid pace, the conditions of dealing with clients also changes the rates of investment and plans are also changing at a pace; hence, it is essential to update the skills of the current employees. The trainings increase the knowledge, competency and skills of the employees. Apart from the existing employees, it is integral to allot training programs for the new workforce. Getting accustomed to the social security association takes time due to the lengthy procedures and steps. Handling the personal data of several clients can be cumbersome; therefore, the training automatically become necessary for the functioning of the agency (Weingarden, 2014).

Recruiting and Training Recommendations

Trained employees can be difficult to be further trained; however, they need to be influenced into receiving it no matter what. Some form of incentive should be offered to the employees so that there is a driving force for them. Leaders should be brought up in order to create a role model for the new or existing employees. The agency needs to invest more time in their employees because there are some prevalent issues of misusing the plans of the agencies (Kestenbaum, 2014).

The Social Security Administration (SSA) is one of the most effective and valuable agency working in the United States. Therefore, there can be no room for mistakes and unsatisfied customers; because, the entire agency works on the savings and the investment made by the clients.

Conclusion

The role of the agency in United States is very complicated and difficult. One of the major reasons for choosing this agency is that it has involved different working sectors and doing a great effort in providing the benefits to such people. The agency has also faced several issues concerning the policies and the payments. Nevertheless, it still remains one of the most efficient and functional agencies of the government in the Unites States of America.

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