## The Power of Public Service: Human Resource Management and the COVID-19 Pandemic

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#### Symposium Guest Editors: Meghna Sabharwal, Nicole Elias, Maria D'Agostino, Helisse Levine, and Shilpa Viswanath

COVID-19 drastically interrupted public service workplaces across the world, requiring both temporary and lasting changes to how work is done. Government and nonprofit organizations had to figure out how to protect their workers and continue to
serve the public with essential services. These public service workers had to continue
serving those in need while balancing the disruptions to their own lives and concerns
about the health and safety of themselves and their loved ones. COVID-19 highlighted
the dedication of public servants across the world, but also showed that public service
work is not without risk or costs and demonstrated the need for human resource management (HRM) policies and practices that are able to adapt to changing circumstances
while promoting the well-being of those who spend their professional lives in the
service of the public good.

As we transition to a "new normal" in public service agencies, human resources (HR) managers are now, more than ever, central to the critical functioning of governance. Given that public administrators are being tasked to construct policy under pressing and unprecedented circumstances, the long-term impact of the disruptions to the public service workplaces since 2020 is uncertain. What we do know is HR managers will be compelled to implement guidelines, policies, and practices that protect and safeguard their employees and communities while still maintaining the essential functions of government and governance.

While many journals in public administration have produced thoughtful symposiums around the COVID-19 pandemic, at the Review of Public Personnel Administration, we maintained that it was important to wait to specifically address changes to the workplace, to give scholars and practitioners time to begin to make sense of what was happening and reflect on the impact of changes to the workplace and public service work. Therefore, this symposium explores existing HRM policies and practices in relation to the COVID-19 pandemic, challenges that emerged, and the path forward post-COVID-19. The seven thought-provoking studies presented here offer critical insights into various dimensions of work dynamics during the global pandemic. Each study presents unique perspectives on the challenges and transformations experienced by employees in government and the nonprofit sector.

# **Public Service The Human Side Of Government**

**U.C.** Mandal

#### **Public Service The Human Side Of Government:**

**Public Service** John W. Macy, 1971 The State of Public Administration Donald C Menzel, Harvey E White, 2015-01-28 The trends and practices of public administration are ever changing and it is essential that they be appraised from time to time Designed as a capstone survey of the field The State of Public Administration focuses on leading edge issues challenges and opportunities that confront PA study and practice in the 21st Century **Handbook of Public** Administration, Second Edition W. Bartley Hildreth, Gerald J. Miller, Jack Rabin, 1997-09-19 This bestselling reference examines all major areas in public administration from the enlightening perspectives of history and the five great concepts or theories framing each topic including public budgeting financial management decision making public law and regulation and political economy The American Reference Books Annual calls this stimulating and thought provoking thorough and inclusive a valuable contribution and Canadian Public Administration said it is impressive an extremely useful reference tool the writing and analysis and the scope of the coverage make the volume a good investment for both government and university libraries Handbook of Public Administration W. Bartley Hildreth, Gerald J. Miller, Jack Rabin, 2018-01-19 Since the publication of the previous edition the best selling Handbook of Public Administration enters its third edition with substantially revised updated and expanded coverage of public administration history theory and practice Edited by preeminent authorities in the field this work is unparalleled in its thorough coverage and comprehensive references This handbook examines the major areas in public administration including public budgeting and financial management human resourcemanagement decision making public law and regulation and political economy Providing a strong platform for further research and advancement in the field this book is a necessity for anyone involved in public administration policy and management This edition includes entirely new chapters on information technology and conduct of inquiry In each area of public administration there are two bibliographic treatises written from different perspectives. The first examines the developments in the field The second analyzes theories concepts or ideas in the field s literature The New Public Service Janet V. Denhardt, Robert B. Denhardt, 2015-03-12 The New Public Service Serving not Steering provides a framework for the many voices calling for the reaffirmation of democratic values citizenship and service in the public interest It is organized around a set of seven core principles 1 serve citizens not customers 2 seek the public interest 3 value citizenship and public service above entrepreneurship 4 think strategically act democratically 5 recognize that accountability isn t simple 6 serve rather than steer and 7 value people not just productivity The New Public Service asks us to think carefully and critically about what public service is why it is important and what values ought to guide what we do and how we do it It celebrates what is distinctive important and meaningful about public service and considers how we might better live up to those ideals and values The revised fourth edition includes a new chapter that examines how the role and significance of these New Public Service values have expanded in practice and research over the past 15 years Although the debate about governance

will surely continue for many years this compact clearly written volume both provides an important framework for a public service based on citizen discourse and the public interest and demonstrates how these values have been put into practice It is essential reading fo students and serious practitioners in public administration and public policy Development and Public Administration U.C. Mandal, 1997 Advances in the Human Side of Service Engineering Christine Leitner, Walter Ganz, Debra Satterfield, Clara Bassano, 2021-07-02 This book reports on cutting edge research and best practices in developing innovative service systems It covers issues concerning the suitability of a given system for human use human services and excellent human experiences It explores a wide range of ways in which human factors in engineering ergonomics human computer interaction HCI cognitive engineering and many other disciplines can contribute to the design and management of service systems It considers aspects related to cost effectiveness ethics and privacy among others and covers applications in many areas from healthcare to education transportation and the economy Based on the AHFE 2021 Conference on the Human Side of Service Engineering held virtually on 25 29 July 2021 from USA this book provides readers with a comprehensive overview of current research and future challenges in the field of service engineering together with practical insights into the development of innovative services for various kinds of organizations Proceedings of the Fifth International Symposium on Human Aspects of Information Security & Assurance (HAISA 2011), London, United Kingdom Public Administration Marc Holzer, Richard W. Schwester, 2015-09-16 Marc Holzer and Richard W. 7-8 July 2011 ,2011 Schwester have written a fresh and highly engaging textbook for the introductory course in Public Administration Their coverage is both comprehensive and cutting edge including not only all the basic topics OT budgeting HRM but also reflecting new realities in public administration innovations in e government the importance of new technology changes in intergovernmental relations especially the emphasis on inter local and shared regional resources and public performance and accountability initiatives Public Administration has been crafted with student appeal in mind Each of the book s chapters is generously illustrated with cartoons quotes and artwork all reinforcing the book s theme that the field of public administration is rooted in the cultural and political world Each chapter is also supported with a listing of key terms exercises and additional resources The textbook is supported by one of the most comprehensive and easy to use instructors manuals of any introductory text on the market today It contains full lesson plans with activities to accommodate a broad range of teaching and learning styles for each chapter PowerPoint decks for each chapter with visuals and links embedded 8 new long term project student presentation ideas an updated Quotes and Notables section with biographical information and media links for each chatper updated test questions with answer keys and updated terms and definitions for each chapter

<u>Socio-Economic Human Rights in Essential Public Services Provision</u> Marlies Hesselman, Antenor Hallo de Wolf, Brigit Toebes, 2016-11-10 There is a clear overlap between securing socio economic human rights for all persons and arranging adequate access to essential public services across society Both are necessary to realise thriving inclusive societies with

adequate living standards for all based on human dignity This edited volume brings together the two topics for the first time In particular it identifies the common challenges for essential public services provision and socio economic human rights realisation and it explores how socio economic rights law can be harnessed to reinforce better access to services An important aim of this book is to understand how international socio economic human rights law and guideposts can be used and strengthened to improve access to services and assess socio economic legal and policy decisions The volume includes contributions from different continents on a range of different services and engages with the realities of different regulatory settings After an introduction that sets out the most important challenges for universal access to services including sufficient resources mobilisation private actor involvement and regulation or the need for improved checks and balances the book goes on to discuss current issues in services provision and socio economic rights as well as explores the place and role of private business actors in the provision of services In particular it assesses how the responsibility and accountability of such actors for human rights can be improved The final part of the book narrows in on the under explored human rights concepts of participation and accountability as essential prerequisites for better checks and balances Overall this volume presents a unique and powerful illustration of how socio economic human rights law supports improved access to essential public services for all

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