

Human Resource Management in Information Technology System-Based Public Services in Developing Regions of Southeast Asia

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Abstract

This article aims to describe the problems and efforts in Human Resource Management in IT (Information technology) system-based public services in developing regions of Southeast Asia specifically in the regions of Vietnam, the Philippines and Cambodia. The method used is a literature review. The results obtained are Human resource management (HRM) in IT system-based public services in developing areas of Cambodia faces similar challenges as in the Philippines and Vietnam, such as a lack of skilled and trained personnel, limited resources and funding, and a lack of infrastructure and technology. Efforts to improve public services in Vietnam have been ongoing for several years, with a focus on modernizing the delivery of services and increasing access for citizens. Infrastructure and technology: The government of Cambodia has been investing in infrastructure and technology to improve the delivery of public services.

Keywords: HR, Service Efforts, Information Technology

Introduction

Human Resource Management (HRM) plays a crucial role in the delivery of public services, as it is responsible for the recruitment, development, and retention of a qualified and motivated workforce. Recruiting and retaining high-quality employees. This can be achieved through effective recruitment and selection processes, as well as providing competitive compensation and benefits (Karim et al., 2021). An IT system-based public service refers to the use of information technology systems to deliver government services to citizens. This can include online portals, mobile apps, and other digital platforms that allow citizens to access services and information, as well as systems that government employees use to manage and deliver services.

Improving public services involves a multifaceted approach that addresses various issues such as funding, transparency, accountability, technology, workforce development, and community engagement. Developing countries in Southeast Asia, such as those in the Association of Southeast Asian Nations (ASEAN), often face challenges in providing high-quality public services to their citizens. Some ways to improve public services in these countries include: Increase government funding: This will ensure that there is enough money to provide essential services, such as healthcare and education. Improve transparency and accountability: This can be achieved by implementing systems for tracking and reporting on the use of public funds and the delivery of services. Invest in technology: Using technology can help streamline processes and make services more efficient and accessible. Develop and train the workforce: Providing training and development opportunities for public service employees can help them deliver services more effectively. Encourage public-private partnerships: This can help bring in private sector expertise and resources to improve the delivery of public services. Implement performance-based systems: This will ensure that service providers are held accountable for delivering high-quality services and that they are rewarded for doing so.

Improve access to services in remote and rural areas: This can be achieved by building infrastructure and investing in transportation to make it easier for people living in remote and rural areas to access public services. Encourage civic engagement: Encouraging citizens to be more involved in the design and delivery of services can help to ensure that services meet their needs.

Public services in developing areas refer to the range of services provided by the government and other organizations to meet the basic needs of the population in these areas (Arduini et al., 2010). These services may include healthcare, education, housing, sanitation, transportation, and other social services. In developing areas, these services are often underfunded and understaffed, and may not be accessible to all members of the population.

Some challenges faced by public services in developing areas include: Limited resources and funding Lack of infrastructure and technology, Limited access to services in remote and rural areas, Limited skilled and trained personnel, Cultural and language barriers. To address these challenges, governments and other organizations may implement strategies such as investing in infrastructure and technology, building partnerships with local organizations, and training and recruiting local staff. Additionally, it is important to consider the specific needs and cultural context of the population when implementing public services in developing areas (Lobonț et al., 2022).

Methods

A literature review is a method of summarizing and evaluating the existing research on a particular topic. The purpose of a literature review is to identify gaps in the current research, establish the current state of knowledge, and provide a background for new research. The process of conducting a literature review typically involves the following steps: Defining the research question: The first step is to define the research question or topic that the literature review will focus on. Searching for relevant literature: This can be done using various sources such as academic databases, journals, books, and online sources. It is important to use keywords relevant to the research question and to search a variety of sources. Screening and selecting literature: Once the literature has been located, it should be screened to determine its relevance to the research question. Only literature that is directly relevant should be included in the review.

Results and Discussion

Human resource management (HRM) in IT system-based public services in developing areas of the Philippines is a complex and multifaceted issue. Some key challenges include a lack of skilled and trained personnel, limited resources and funding, and a lack of infrastructure and technology. To address these challenges, HRM strategies may include recruiting and training local staff, investing in technology and infrastructure, and implementing effective management systems. Additionally, partnerships with local organizations and government agencies may also be helpful in addressing HRM challenges in IT system-based public services in developing areas of the Philippines.

There are several ways to improve public services in the Philippines: Increase government funding for public services: This will ensure that there is enough money to provide high-quality services to the public. Improve transparency and accountability: This can be achieved by implementing systems for tracking and reporting on the use of public funds and the delivery of services.

Involve the community in the design and delivery of services: Community members have a good understanding of their own needs and can provide valuable input into the design and delivery of services.

Invest in technology: Using technology can help streamline processes and make services more efficient and accessible. Develop and train the workforce: Providing training and development opportunities for public service employees can help them deliver services more effectively. Implement performance-based systems: This will ensure that service providers are held accountable for delivering high-quality services and that they are rewarded for doing so.

Human resource management (HRM) in IT system-based public services in developing areas of Vietnam also faces similar challenges as in the Philippines, such as a lack of skilled and trained personnel, limited resources and funding, and a lack of infrastructure and technology. Additionally, the Vietnamese government is still in the process of digitalizing many of its public services, which can also pose a challenge for HRM in IT system-based public services. To address these challenges, HRM strategies may include recruiting and training local staff, investing in technology and infrastructure, and implementing effective management systems. Furthermore, in Vietnam, there is a need for a better alignment between the government's digitalization strategy and the education system to ensure a sufficient supply of IT-skilled workforce. Additionally, partnerships with local organizations, private sectors and international organizations may also be helpful in addressing HRM challenges in IT system-based public services in developing areas of Vietnam (Kaliannan et al., 2010).

Human resource management (HRM) in IT system-based public services in developing areas of Cambodia faces similar challenges as in the Philippines and Vietnam, such as a lack of skilled and trained personnel, limited resources and funding, and a lack of infrastructure and technology. The Cambodian government has been working on digitalization of public services in recent years, but the implementation still faces many challenges (Guo et al., 2020).

Efforts to improve public services in Vietnam have been ongoing for several years, with a focus on modernizing the delivery of services and increasing access for citizens. Some of the main efforts to improve public services in Vietnam include:

Digitalization of government services: The government of Vietnam has been working on digitalizing its public services to improve efficiency and accessibility. This includes the development of online portals for government services, as well as the implementation of e-government systems.

Infrastructure development: The government of Vietnam has been investing in infrastructure development to improve the delivery of public services. This includes the construction of new roads, bridges, hospitals, and other public facilities. Human resources development: The government of Vietnam has been investing in the development of its public service workforce, including training and professional development opportunities for public servants.

Public-private partnerships: The government of Vietnam has been promoting public-private partnerships to improve the delivery of public services. This includes partnerships with private companies and international organizations to improve infrastructure and capacity building. Decentralization of services: The Vietnamese government has been working on decentralizing public services to make them more accessible to citizens, particularly those living in rural areas.

Good governance: The government of Vietnam has been working on good governance and transparency to ensure that public services are delivered efficiently and effectively, and to increase citizens' trust in the government. Overall, the Vietnamese government has been

working to improve the public services through a comprehensive and multi-dimensional approach, but the implementation and effectiveness of the efforts are still ongoing process, and it's important to keep monitoring and assessing the progress.

To address these challenges, HRM strategies may include recruiting and training local staff, investing in technology and infrastructure, and implementing effective management systems (Nivlouei, 2014). Additionally, it's important to consider the cultural and language barriers when implementing IT systems in Cambodia, as many people in rural areas are not fluent in English or Khmer, which is the official language. To overcome these barriers, HRM strategies may include developing localized IT systems and training materials that are in the local languages. Furthermore, partnerships with local organizations, private sectors, and international organizations may also be helpful in addressing HRM challenges in IT system-based public services in developing areas of Cambodia. To address these challenges, the government of Cambodia has been working on implementing anti-corruption measures and transparency, as well as investing in infrastructure, technology, and capacity building of public servants. Additionally, partnerships with international organizations and the private sector may also be helpful in addressing public service problems in Cambodia. Efforts to improve public services in Cambodia have been ongoing for several years. Some of the main efforts to improve public services in Cambodia include:

Anti-corruption measures: The government of Cambodia has implemented several anti-corruption measures to reduce corruption in the delivery of public services. This includes the establishment of the Anti-Corruption Unit (ACU) and the adoption of the Anti-Corruption Law. **Transparency and accountability:** The government of Cambodia has been working to improve transparency and accountability in the management and delivery of public services. This includes the implementation of the Public Financial Management (PFM) Reform Program and the e-Government Master Plan.

Infrastructure and technology: The government of Cambodia has been investing in infrastructure and technology to improve the delivery of public services. This includes the construction of new roads, bridges, and hospitals, as well as the implementation of e-government systems. **Capacity building:** The government of Cambodia has been investing in the capacity building of public servants to improve the delivery of public services. This includes providing training and professional development opportunities for public servants.

Partnerships: The government of Cambodia has been working with international organizations and the private sector to improve public services. This includes partnerships with the World Bank, the Asian Development Bank, and other organizations to improve infrastructure and capacity building.

Overall, the Cambodian government has been working on improving the public services through a comprehensive and multi-dimensional approach, however, the implementation and the effectiveness of the efforts are still an ongoing process, and it's important to keep monitoring and assessing the progress.

An IT system-based public service refers to the use of information technology systems to deliver government services to citizens. This can include online portals, mobile apps, and other digital platforms that allow citizens to access services and information, as well as systems that government employees use to manage and deliver services. Some specific ways that IT systems can improve public services include: **Providing online access to services:** Citizens can access services and information online, reducing the need to visit government offices in person. **Streamlining processes:** IT systems can automate many processes, such as data entry and paperwork, making it easier for government employees to deliver services.

Improving data management: IT systems can help to collect, store and analyze data, which can be used to make informed decisions and improve services. Enhancing communication: IT systems can facilitate communication between citizens and government employees, as well as between different government departments.

Increasing transparency and accountability: IT systems can provide citizens with real-time information about the status of their requests and services, and allow them to track the use of public funds (Kamel Boulos et al., 2011). Improving access to services: IT systems can provide citizens with access to services in remote and rural areas, where physical infrastructure and transportation can be a challenge. Enhancing security: IT systems can help to ensure that sensitive information is kept secure and that unauthorized access is prevented. Reducing costs: IT systems can help to reduce the costs of delivering services by automating processes, reducing the need for paper-based systems, and increasing the efficiency of service delivery.

Conclusion

Human resource management (HRM) in IT system-based public services in developing areas of the Philippines is a complex and multifaceted issue. To address these challenges, HRM strategies may include recruiting and training local staff, investing in technology and infrastructure, and implementing effective management systems. Human resource management (HRM) in IT system-based public services in developing areas of Cambodia faces similar challenges as in the Philippines and Vietnam, such as a lack of skilled and trained personnel, limited resources and funding, and a lack of infrastructure and technology. Efforts to improve public services in Vietnam have been ongoing for several years, with a focus on modernizing the delivery of services and increasing access for citizens. Some of the main efforts to improve public services in Vietnam. Some of the main efforts to improve public services in Cambodia include: Anti-corruption measures: The government of Cambodia has implemented several anti-corruption measures to reduce corruption in the delivery of public services. This includes the establishment of the Anti-Corruption Unit (ACU) and the adoption of the Anti-Corruption Law. Transparency and accountability: The government of Cambodia has been working to improve transparency and accountability in the management and delivery of public services. This includes the implementation of the Public Financial Management (PFM) Reform Program and the e-Government Master Plan. Infrastructure and technology: The government of Cambodia has been investing in infrastructure and technology to improve the delivery of public services. This includes the construction of new roads, bridges, and hospitals, as well as the implementation of e-government systems.

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