The Application of Big Data in Human Resource Outsourcing of Government Departments

Zixuan Bao

Shanghai Normal University, Shanghai, China

Abstract: With the development of society, human resource outsourcing of government departments has achieved certain results, and the arrival of the era of big data has also brought new opportunities and challenges to human resource outsourcing of government departments. It has become a new development trend to integrate big data technology into human resource management. Through in-depth interviews with staff of government departments and talent service companies, this paper summarizes the problems of human resource outsourcing of government departments in the era of big data, such as ignoring the importance of big data, upgrading information security risks, difficulty in building big data platforms, and putting forward higher requirements for outsourcing agencies, and analyzes the causes, including relatively backward management concepts, lack of relevant laws in the outsourcing market, neglect of building big data platforms and personnel innovation promoted by the development of the times. The corresponding improvement measures are put forward, including increasing the emphasis on big data, strengthening information security management, strengthening department collaboration and improving staff's business level.

Keywords: human resource outsourcing; big data; government department

1. Introduction

Human resource outsourcing is a kind of management mode to promote the efficiency of the organization and improve the core competitiveness of the organization. In recent years, the relaxation of government regulations and the improvement of management technology have provided greater development space for human resource outsourcing in public sectors, and the practice of human resource outsourcing in government departments has achieved great results. Big data provides more possibilities for human resource outsourcing in government departments, but it also brings new challenges. Liu Bin summarized problems such as insufficient understanding of advanced human resource outsourcing concepts, information security risks, and the lack of reasonable supervision of human resource outsourcing by local government departments. [1] Peng Yu summed up the problems that the outsourcing management mechanism needs to be improved, the outsourcing personnel management is not standardized, and the training outsourcing management is only in form and does not match the capital investment.[2] Lin Yafei pointed out that the government's outsourcing forecast is insufficient, the cooperation mechanism between the government and the outsourter is not sound, and the evaluation of outsourcing results is lacking.[3]

There are few researches on human resource outsourcing of government departments in the era of big data. The scholar Qingli summarized the problems of data quality supervision responsibility, data security problems in the public sector, and difficulties in the establishment of big data platforms.[4]

2. Problems existing in the application of big data in human resources outsourcing in government departments

It is extremely necessary to use big data in human resource outsourcing services of government departments, however, there are still some problems. The author summarized the following questions after in-depth interviews with several government departments and personnel from talent service companies about human resource outsourcing services.

2.1 Ignoring the importance of big data

At present, government departments and outsourcing agencies still do not have comprehensive understanding of big data, ignoring the importance of big data in the human resources outsourcing of government departments. On the one hand, government departments fail to use big data to conduct in-depth data analysis. On the other hand, outsourcing agencies believe that the economic benefits generated in the short term are not enough to offset the costs, so they are not willing to invest more costs in the application of big data.

2.2 Information security risks are escalating

In the process of human resources outsourcing, government departments may have the risk of information leakage. In the era of big data, the speed and wide channels of information transmission increase the risk of information security in government departments.

2.3 It is difficult to build a big data platform

To build a big data platform, it is necessary to integrate all aspects of human resource data, carry out necessary storage, transformation and sorting, and then place it in the big data platform for data analysis. This requires all government departments to have holistic thinking, establish the concept of collaborative governance, break the information island, and realize the comprehensive sharing of human resource management information.

2.4 Put forward higher requirements for outsourcing agencies

The advent of the era of big data has put forward higher requirements for the staff of outsourcing agencies, who not only need to have professional human resource management theories and skills, but also need to be able to skillfully use information technology. If outsourcing organizations want to better meet the outsourcing service needs of government departments, they should clarify the application points of big data technology and fully integrate it with human resource management.

3. Analysis of the causes of problems in the application of big data in human resources outsourcing in government departments

3.1 The management concept is relatively backward

Some government units have relatively backward management concepts, rarely consider innovation, and think that their own development advantages can be stable development even if they do not rely on big data in the era of rapid change. In addition, some units still adopt the traditional human resource outsourcing strategy, but they do not know that the traditional strategy can not fully meet the needs of the department's human resource outsourcing.

3.2 Lack of relevant laws in the outsourcing market

Due to the lack of relevant laws and regulations in the field of human resource outsourcing in government departments, it is not enough to rely solely on a paper agreement to supervise and restrict outsourcing contractors. Legal means should also be used to achieve behavioral norms in the outsourcing market to a certain extent. If the outsourcer is found to be violating the rules, it will resort to the law if the problem cannot be resolved after full consultation, and the relevant lack of law will make this conflict deadlock.

3.3 Ignoring the construction of big data platforms

Some government units ignore the importance of building big data platforms, think it is unnecessary, do not invest the corresponding manpower and material resources in time, do not want to spend too much effort in this regard, resulting in various departments do not pay attention to the big data platform has not been built. The establishment of the big data platform can transform the concept and management of human resource management to digital□ to enhance the value of human resource outsourcing and promote the benign and coordinated development of organizations.

3.4 The development of The Times promotes personnel innovation

In the era of big data, if outsourcing agencies want to meet the development requirements of government departments, they must clarify the key points of big data technology and fully integrate it with the human resource management work of government units. Professional outsourcing service personnel also need to have a high sensitivity to changes in external things, but also need to continuously improve the ability in data processing.

4. Improvement countermeasures of big data in the application of human resources outsourcing in government departments

4.1 Increasing the importance of big data

How to use big data to improve the level of human resource management is an urgent problem for government departments and outsourcing agencies to solve. On the one hand, government departments should strengthen the application of big data, and conduct comprehensive and detailed human resource data analysis. On the other hand, leaders of outsourcing

agencies should establish correct ideas and concepts, recognize the role of big data in human resource management. Instead of focusing on temporary gains and losses, they should look at the investment in big data from a long-term perspective, introduce advanced equipment and facilities, and build a sound information platform.

4.2 Strengthening information security management

Government departments should strengthen information security management, carefully select outsourcing service providers,repeatedly check their qualifications, select reliable outsourcing providers, in addition, clearly define the responsibilities of each party, and formulate corresponding terms and mechanisms. At the same time, when building the human resource management database, it is necessary to improve the security of the information system, ensure the safety of the storage space, and ensure that the human resource information is not destroyed by external forces.

4.3 Strengthening departmental coordination

The construction of data platform requires full collaboration within the government. All departments should disclose human resource management information without reservation, so as to realize the comprehensive integration of human resource information and formulate scientific human resource outsourcing strategies. In addition to strengthening the cooperation between government departments, it is also necessary to establish a coordination mechanism between public departments and outsourcing service agencies, break the barriers between departments, strengthen the mobility and interaction of public data.

4.4 Improve the professional level of staff

The application of big data has changed the working environment of human resource management, which also requires the ability and professional quality of staff must be adjusted and improved. On the one hand, the outsourcing agency should conduct comprehensive training for the existing staff, improve the personnel training mechanism, improve the training content, and improve the business ability of the staff in a targeted way, especially the ability to use big data. On the other hand, the introduction of professional talents to achieve an effective complement to the existing talent team and expand the talent team.[5]

5. Conclusion

The era of big data provides new opportunities for government departments to outsource human resources. The establishment of big data platform provides a place for a large amount of data and information to gather. Through data mining and analysis, it can promote the reform of human resources work in the public sector and enhance the competitive strength of government departments in the rapidly changing environment. At the same time, big data has also brought new challenges to human resource outsourcing, making government departments and outsourcing agencies constantly seek development and progress, and improve the quality and efficiency of human resource outsourcing services.

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