

PRINT: ISSN 0971-8923 ONLINE: ISSN 2456-6756

JOURNAL OF SOCIAL SCIENCES

Interdisciplinary Reflection of Contemporary Society

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J Soc Sci, 21(2): 153-159 (2009)

PRINT: ISSN 0971-8923 ONLINE: ISSN 2456-6756

DOI: 10.31901/24566756.2009/21.02.10

Effects of Personnel Policy on the Public Administration Paradigm Shift: From Merit to Neo-managerial

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KEYWORDS Reinventing Government. Public Policy Shift. Personnel Management. Decentralization

ABSTRACT The literature in the field of public administration details the factors that have given rise to a new method by which government agencies provide public services. These factors range from a shift in the curriculum of Public Administration graduate programs to the emerging emphasis on global citizenship. This study presents a balanced overview of how these factors have contributed to this paradigm shift, which is a continuous and ongoing transformation. They include an emulation of the private-sector business model, a redirected educational focus of public administration programs, human resource policy changes, reactions to the terrorist attacks on September 11, 2001, decentralization, and the contracting of public services to private providers.