

Customized Conceptual Human Resources Processes Model to Facilitate the Administrative Function in the South African Public Sector

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KEYWORDS Appointment. Post-appointment. Recruitment. Skills Testing

ABSTRACT This study was prompted by the fact that few research studies have focused on non-managerial administrative employees in the South African public service. The study aims to provide a conceptual Human Resources (HR) processes model, which is expected to be of strategic value to middle and top management in their activities pertaining to administrative employees. A mixed methods methodology was employed with data being gathered through semi-structured questionnaires (phase 1) and practical skills tests (phase 2) being conducted. Inductive reasoning was applied. Applied, exploratory and non-experimental research in conjunction with descriptive statistics was used. This paper reflects only on the development of the model and not the outcomes of the two measuring instruments outlined previously. The model is designed in the form of various process maps. The outcome provides definite guidelines to HR practitioners and line managers concerning recruitment, selection and appointment as well as post-appointment support available to administrative staff.