

## Experience and perspectives on internal administrative processes and human resource management in state businesses

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**Abstract:** *The effective management of internal administrative processes and human resources is crucial for the success of state corporations. This study explores the experiences and perspectives of state corporations in managing these critical aspects. The research aims to identify best practices, challenges, and areas for improvement in the internal administrative processes and human resource management of state corporations. The findings highlight the importance of clear communication, efficient workflow, and strategic planning in enhancing administrative efficiency and employee satisfaction. Additionally, the study reveals the need for continuous training and development programs to equip employees with the necessary skills to adapt to changing organizational needs. The results provide valuable insights for state corporations seeking to optimize their internal administrative processes and human resource management practices, ultimately contributing to improved organizational performance and public service delivery.*

**Keywords:** *State corporations, internal administrative processes, human resource management, best practices, challenges, employee satisfaction, training and development, organizational performance, public service delivery.*

### Introduction

State corporations play a vital role in the economy and society by providing essential services and infrastructure. These entities are often owned and operated by the government and are responsible for delivering public goods and services. Effective management of internal administrative processes and human resources is crucial for the success and sustainability of state corporations. Internal administrative processes refer to the systems and procedures that govern the day-to-day operations of an organization. These processes include decision-making, communication, and resource allocation. Human resource management, on the other hand, involves the recruitment, training, and development of employees to ensure that the organization has the necessary skills and competencies to achieve its goals. In the context of state corporations, effective management of internal administrative processes and human resources is particularly important due to the unique challenges and expectations that these entities face. State corporations are often subject to strict regulations and bureaucratic procedures, which can hinder their ability to adapt to changing circumstances. Additionally, these entities must balance the interests of various stakeholders, including employees, customers, and the government. This article reviews the experiences and perspectives of state corporations in managing internal administrative processes and human resources. It highlights the challenges and best practices in this area, drawing on case studies of various state-owned entities. The study aims to provide insights into the critical role of

effective internal processes and human resource management in ensuring the success and sustainability of state corporations.

### Literature reviews

The effective management of internal administrative processes and human resources is crucial for the success of state corporations (Sudit, 1996; Allahverdiyev, 1996; Dobrolyubova, 2015; Raju, 2012). Decentralization, self-management, and participative management practices are key to enhancing organizational efficiency (Sudit, 1996). The strategic management of human resources is particularly important in the public sector, where it can ensure impartial treatment, ethical standards, and a value-based system (Allahverdiyev, 1996). Strategic human resources management, including the allocation of resources in line with organizational priorities, is essential for optimizing public administration staff (Dobrolyubova, 2015). The role of the HRM department in increasing efficiency and effectiveness in the public sector is also highlighted (Raju, 2012).

### Methodology

This study employed a qualitative research approach, drawing on case studies of various state corporations. Semi-structured interviews were conducted with senior management and HR professionals from these entities to gather insights into their experiences and perspectives on internal administrative processes and human resource management.



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### Results:

The study found that state corporations face several challenges in managing internal administrative processes and human resources. These include:

1. **Bureaucratic Red Tape:** State corporations are often subject to strict regulations and bureaucratic procedures, which can hinder their ability to adapt to changing circumstances. Bureaucratic red tape refers to excessive and rigid regulations, administrative procedures, and systems that hinder or prevent action or decision-making. It is a common phenomenon that affects various organizations, including government agencies, private companies, and civil society.
2. **Limited Resources:** State corporations often have limited financial and human resources, which can make it difficult to implement effective internal processes and human resource management practices.

3. **Stakeholder Expectations:** State corporations must balance the interests of various stakeholders, including employees, customers, and the government, which can be challenging.
 

**Social Responsibility:** Stakeholders expect organizations to operate ethically and sustainably, addressing environmental concerns and contributing positively to the communities they serve.

  - a) **Transparency and Communication:** Stakeholders demand real-time insights into organizations and effective internal and external communication to maintain trust and credibility.
  - b) **Technological Advancements:** Stakeholders expect organizations to keep pace with technological advancements and use them to enhance their services and operational efficiency.
  - c) **Stakeholder-Centric Focus:** Stakeholders want organizations to cater to their unique needs and preferences, providing fast service and exceptional experiences

Despite these challenges, the study also identified several best practices in managing internal administrative processes and human resources in state corporations. These include:

1. **Streamlining Processes:** State corporations can streamline their internal processes to improve efficiency and reduce bureaucracy.
2. **Investing in Technology:** Investing in technology can help state corporations improve their internal processes and human resource management practices.
3. **Developing Talent:** State corporations can develop the skills and competencies of their employees to improve performance and productivity.

## Discussion

The study highlights the importance of effective internal administrative processes and human resource management in ensuring the success and sustainability of state corporations. By streamlining processes, investing in technology, and developing talent, state corporations can improve their performance and productivity. Additionally, the study emphasizes the need for state corporations to balance the interests of various stakeholders, including employees, customers, and the government. The system of measures that management can implement largely depends on whether the volume of supply of the company's products will increase, or vice versa, the market is in a state of decline. For example, in the case of a sharp increase in demand for the company's products, the manager should solve the problems associated with the need to put into operation new production facilities, as well as with the search for qualified personnel for the resulting jobs, etc. In the case of a sharp reduction in the sales market, on the contrary, it is necessary either to re-profile production to produce other products, or to preserve fixed assets. Positive qualities of the labor collective are an additional incentive that contributes to stable personnel dynamics and job satisfaction. The nature of the personnel policy is also influenced by the management style of the labor collective that has developed in the company. Nevertheless, we can distinguish two initial strategic elements of the personnel policy: 1. Strategic intentions (attracting and retaining responsible, efficient, highly qualified and talented people to the corporation. This is the key task of any company in the field of human resources management, the most important link in long-term personnel processes that provide competitive advantages to the enterprise due to the uniqueness of human potential and a high level of responsibility of all its employees. At the same time, corporate culture generates responsibility, and people's abilities create competitive advantages. Therefore, the HR manager solves, as it were, two strategic tasks: to create a competitive advantage for the company by increasing the level of responsibility of its employees, using the means of managing corporate culture; to provide competitive advantages to the company by increasing the quality of human potential and the growth of professional competence of employees; 2. The strategic directions of the enterprise development are also a component of the system of strategic goals of the corporation. But before choosing these areas, it is necessary to create a clear image of the

future enterprise. A structured vision of the future of the enterprise (the share of sales and market positions, the organizational structure, the technologies of the main and auxiliary production, the management style, the dominant organizational cultures, marketing policy, professional and personal characteristics of the personnel potential) should help to build, including a competent personnel policy of the enterprise. However, to ensure the implementation of these areas in the face of growing competition in the markets of highly qualified labor is a very difficult task. Human resources services, if they are to solve it effectively, should cease to function as bureaucratic structures: they should acquire the features of management and marketing groups.

### Conclusion

In conclusion, the study provides valuable insights into the experiences and perspectives of state corporations in managing internal administrative processes and human resources. The findings highlight the challenges and best practices in this area, emphasizing the importance of effective internal processes and human resource management in ensuring the success and sustainability of state corporations.

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