

A man and a woman are sitting at a desk in an office, looking at a document together. The man is on the left, wearing a light blue shirt, and the woman is on the right, wearing a mustard yellow sweater. They are both smiling and looking at the document. The background shows an office environment with a brick wall and large windows.

# NEOGOV

---

**2023 REPORT**  
PUBLIC SECTOR HR TRENDS:  
**OPERATIONAL EFFICIENCY**

---

# OPERATIONAL EFFICIENCY

## Welcome

The Operational Efficiency Report expands upon the 2023 Trends Report, providing further analysis into operational efficiency and how to improve it at your agency.

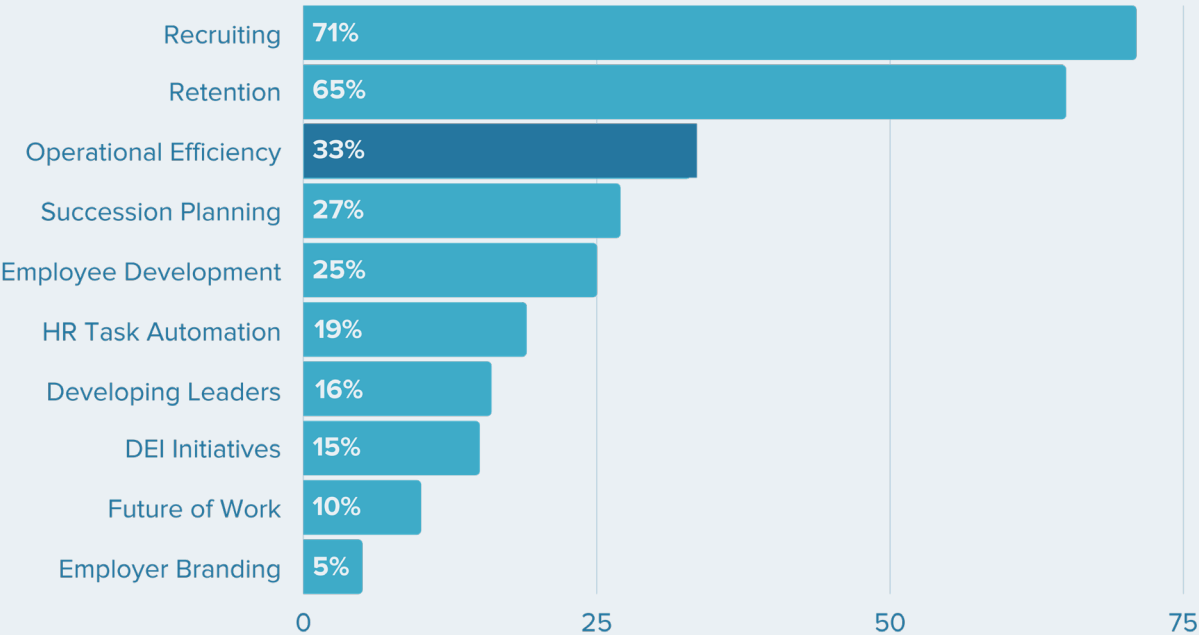
Like the 2023 Trends Report, **we used survey data from 725 government HR professionals who represent hundreds of thousands of full time employees.** Our respondents included HR generalists, managers, directors, recruiters, etc. from different types of agencies: city government (40%), county government (30%), state government (17%), and more. The survey was conducted in December of 2022.

## Overview

**Key Takeaway:** *People and money are the scarcest resources in public sector HR, creating a need to do more with less. The right software can help.*

Considering the scarce resources in government HR, it makes sense that 33% of respondents cited operational efficiency as one of their top three priorities in 2023 (Figure 1). Let’s examine **why** it’s a top priority and **how** to improve it.

Figure 1  
**Top Priorities in 2023**



# Why Operational Efficiency

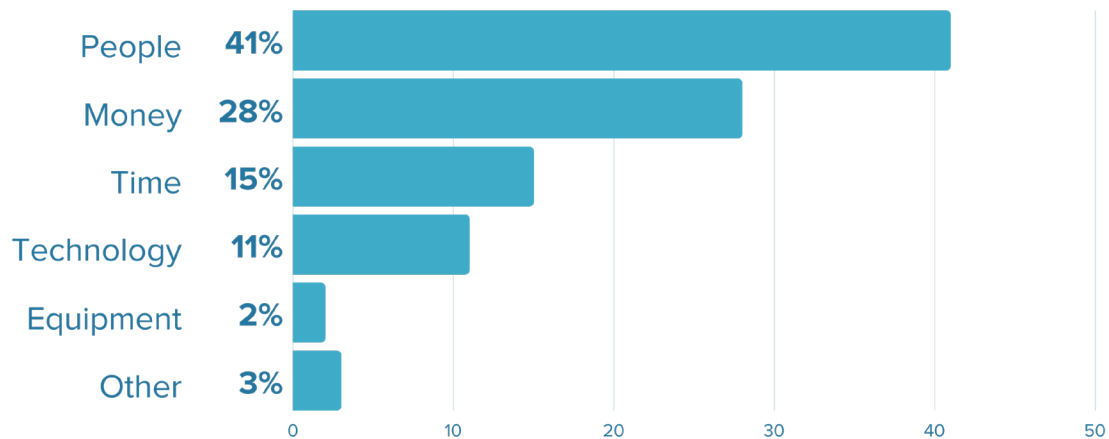
Government agencies with efficient operations can deliver high quality services at scale with as few resources as possible – a good thing to have in the midst of a labor shortage. **41% of HR pros reported people resources as the most scarce, followed by money at 28% (Figure 2).**

Streamlining operations helps you do more with less people, so consider maintaining a smaller staff to free up money for pay raises, bonuses, etc. In this way, operational efficiency can positively impact retention.



Figure 2

## Resource Scarcity



46% of HR pros reported their agency efficiency as average or poor, meaning there's room for significant improvement. Despite the majority (54%) saying their efficiency was good or excellent, almost all respondents still aspire to automate HR tasks and processes this year.





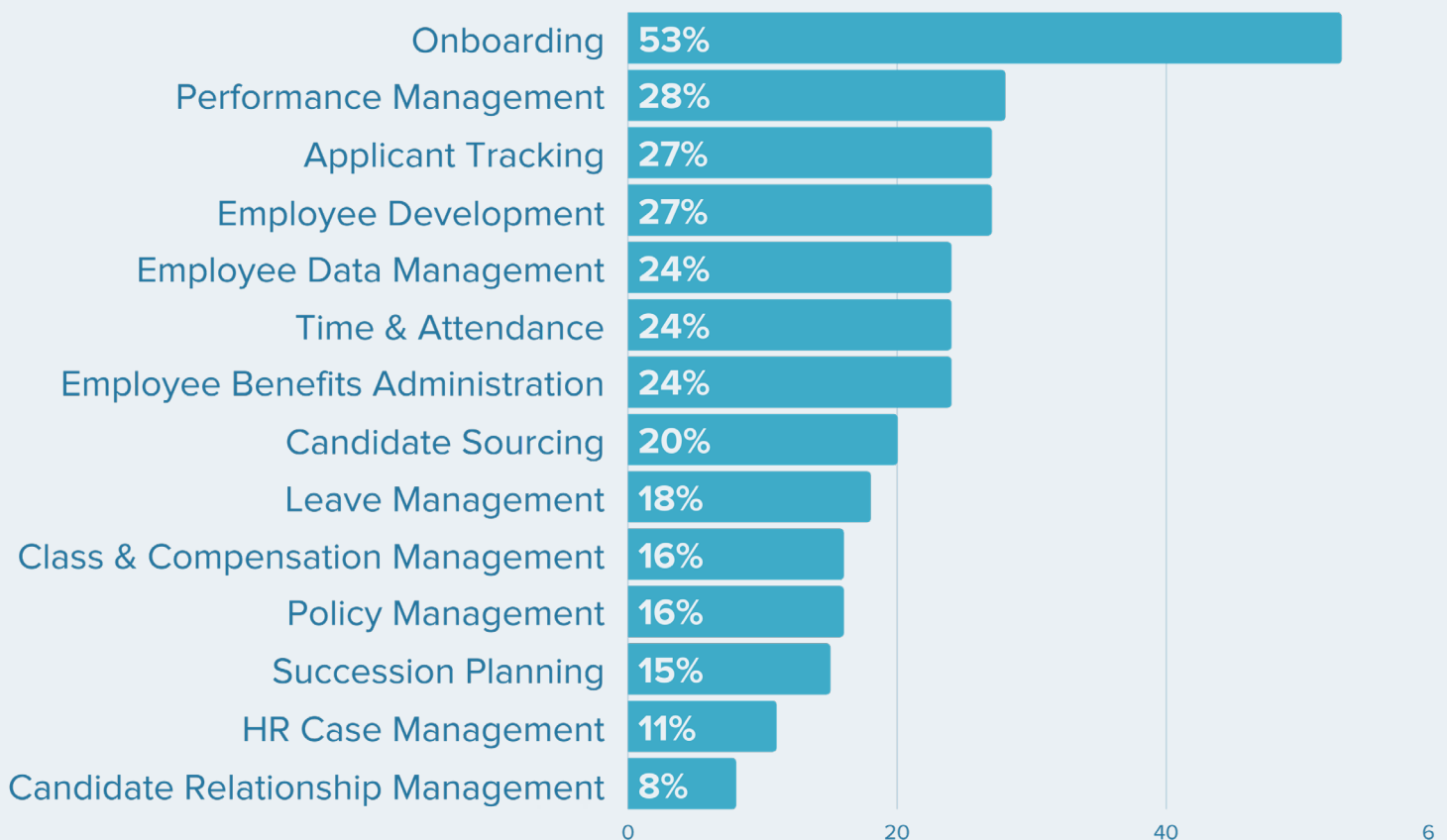
## How to Improve

The purpose of HR technology is to improve operational efficiency. From talent management systems to HCMs, there are many solutions to help automate time-consuming HR tasks. Some, like NEOGOV, are even catered to the unique needs and challenges of the public sector. Despite the price tag, the right software can deliver an ROI that far exceeds the investment.

Government HR professionals hope to improve a variety of processes and routine tasks in 2023, but onboarding tops the list at 53% (Figure 3). Respondents selected all options that applied.

Figure 3

### HR Processes to Automate in 2023



# NEXT STEPS

---

Thanks for reading the  
**Operational Efficiency Report by NEOGOV.**

We hope these peer insights, data analyses, and resources have been helpful.

NEOGOV serves public sector HR with a comprehensive suite of solutions for recruitment, onboarding, performance management, staff development, managing employee information, and more. To learn how NEOGOV's HR software can help your agency, [sign up for a free consultation today.](#)



**13,000+**

Public  
Sector  
Agencies



**800,000+**

People  
Use  
NEOGOV



**20+**

Years of  
Experience

---

# NEOGOV