



NEOGOV

OPERATIONAL EFFICIENCY

Mastering Employee Data with an HRIS

3 Best Practices for Managing Employee Information
with an Integrated HRIS

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OVERVIEW

PEOPLE AND MONEY ARE THE SCARCEST RESOURCES IN PUBLIC SECTOR HR.

Government agencies face staff shortages, creating extra work for employees who fill the gap, thereby eroding work-life balance. With limited payroll, HR professionals struggle to hire qualified candidates and provide raises to high performing employees.

These challenges form a negative cycle of employee turnover and hiring low- to mid-range candidates. In a post-covid era, HR pros may see a light at the end of the tunnel, but [U.S. labor statistics](#) tell a different story.

Recruiting and retention challenges will be exacerbated by demographic trends. By 2030, all baby boomers will be 65+ and the population entering the workforce (aged 16–24) will continue to decrease rapidly. By 2034, older adults will outnumber children for the first time in U.S. history. The result? **More people will be leaving the workforce than entering it, causing labor shortages for decades to come.**

Operational efficiency is your solution to scarce resources. It's the art of doing more with less, letting your agency deliver high quality services at scale with less people and money. Think of the implications. With optimized and automated processes, your team can focus on critical tasks. With a smaller staff, you can reallocate payroll to other important things:

- Competitive salaries for top talent
- Raises for high performing employees
- Employee development opportunities
- High-impact contractors and vendors
- Technology solutions

If you're able to master the art of doing more with less, you'll be at the leading edge of the public sector. But more importantly, scarce resources will be a thing of the past. **Keep reading to learn how an integrated HRIS helps make this possible.**



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IMPORTANCE OF OPERATIONAL EFFICIENCY

WHAT IS WASTE?

Operational efficiency is the art of doing more with less by reducing waste, all while maintaining top-notch services.

Waste is any resource – time, effort, money, people, technology, etc. – that adds cost without creating value for employees or constituents. Do any of these examples resonate?

Your team is using outdated, manual processes to complete routine tasks like data entry, or you hired someone to handle those routine tasks.

time, effort, people

Your team is frequently sidetracked from more important tasks by employee questions and requests about payroll, benefits, time off, etc.

time, people

Your department uses multiple HR systems that operate independently of each other, making critical HR functions more difficult.

time, money, people, technology

The first two examples raise an interesting point: **busyness doesn't equate to productivity**. While putting out fires and multi-tasking may feel productive and provide a sense of satisfaction or importance, it's a reactive approach that will hinder your team's ability to serve employees and constituents.

By taking a proactive approach and removing operational hiccups, your team can invest its resources in higher priorities that deliver more value.

WHAT IS OPERATIONAL EFFICIENCY?

Operational efficiency is a combination of people management, process management, and technology management. While addressing all three is ideal, improving any one of these factors creates a ripple effect, positively impacting the other two and your operations overall. In other words, **people, process, and technology** management are interconnected.

According to a [NEOGOV survey of 700+ public sector HR professionals](#), 33% reported operational efficiency and 19% cited task automation as top priorities in 2023. These two priorities go hand-in-glove.

We also asked HR pros what processes they want to automate. Your peers selected all options that applied, and one answer towered above the others.

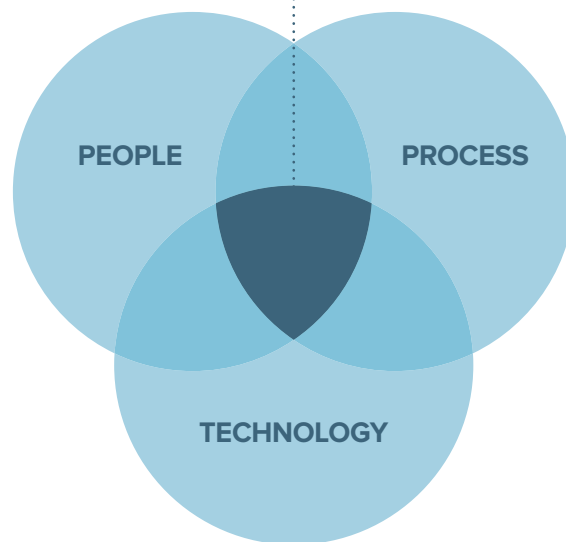
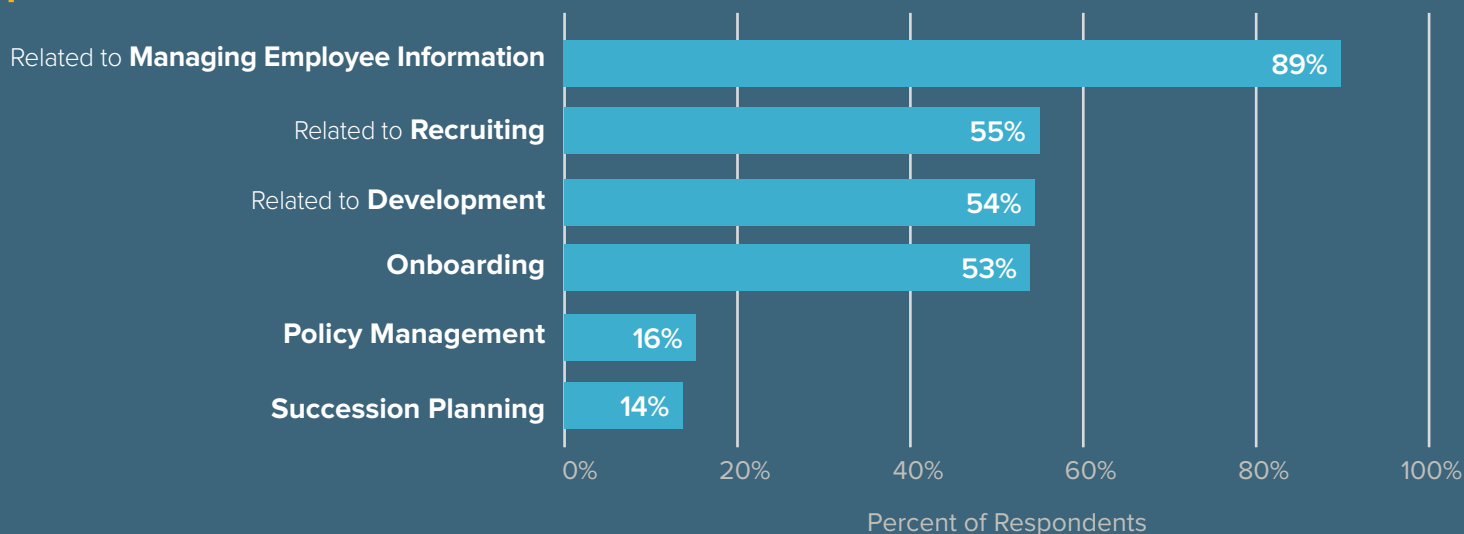


Figure 1

HR Processes to Automate in 2023



A resounding **89% of respondents** said they wanted to automate tasks and processes related to **managing employee information** – time and attendance, benefits, payroll, and core HR. In other words, a comprehensive HRIS solution. Let's explore how an HR information system can optimize operations for your agency.



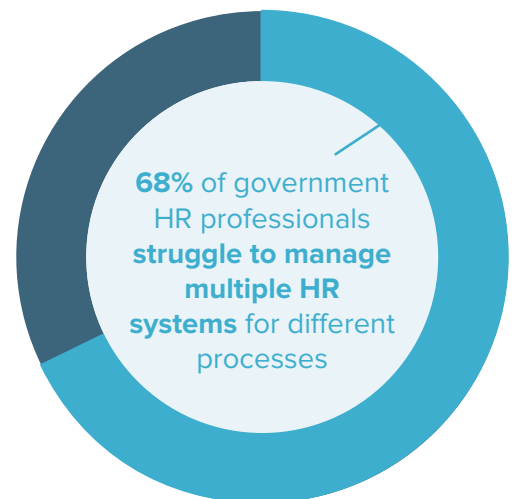
3 BEST PRACTICES FOR MANAGING EMPLOYEE INFORMATION

Many public sector HR teams use outdated or separate systems for time and attendance, benefits, payroll, and core HR. Unfortunately, disparate HR systems often lead to wasted time, people, and technology

#1 COMBINE MULTIPLE HR SYSTEMS

According to a recent NEOGOV poll, **68% of government HR professionals struggle to manage multiple HR systems for different processes.** There are several reasons for this struggle:

1. Most HR information systems don't integrate with one another.
2. Disparate systems create siloed data, which means data has to be manually reentered in every system any time an employee is hired or promoted or needs contact information updated.
3. Disparate systems make "big picture" reporting difficult, because there are separate reports for each system.
4. Disparate systems require multiple logins and entry points to access data.
5. Lack of integration with other HR and HCM solutions like talent management systems.



By using a single solution for your time and attendance, benefits, payroll, and core HR, you avoid these challenges.

An integrated HRIS stores employee data in one central location, so when an employee is hired or promoted, you only have to input the data once. And with the right solution, like NEOGOV, employee data can flow into other talent management software (recruiting, onboarding, development, etc.).

An integrated HR system lets you pull data from a single source of truth for comprehensive reporting. Get a big picture view of time, benefits, and payroll data without having to play connect the dots between disparate systems. Access information or run reports on certain employees or departments in real time, knowing the data is up-to-date and complete.



#2 IMPLEMENT EMPLOYEE SELF-SERVICE

Many HR professionals are bogged down with tasks that employees could be doing themselves – updating contact info, adjusting direct deposit accounts, tracking PTO, answering numerous questions about HR policies, adding beneficiaries, and more.

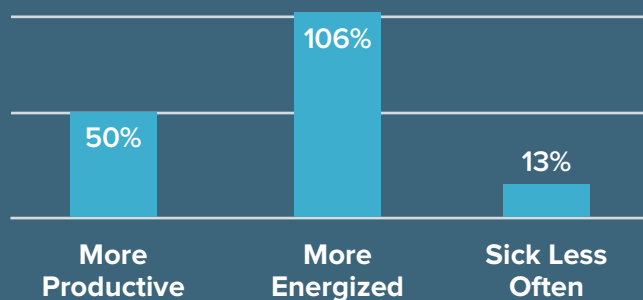
With a self-service portal, employees can update their information and answer their own questions without having to interrupt your HR team. Most employees don't want to bother HR, preferring to make the changes themselves.

Are you concerned that self-service will lead to data errors? If your HRIS solution comes with approval workflows, you have nothing to fear. Approval workflows trigger approvals for managers and HR staff when employees update contact info, direct deposit accounts, beneficiaries, etc.

There's nothing to lose. By empowering employees with a self-service tool, they feel trusted and you save time. According to SHRM, employees who feel trusted are 50% more productive, 106% more energized at work, and sick less often (13% fewer sick days).

Figure 6

Employees Who Feel Trusted Are...



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#3 SIMPLIFY PAYROLL COMPLIANCE

Public sector HR manages various departments – parks & recreation, water, street maintenance, police, fire, EMT, administration, etc. – that follow different regulations, pay grades, pay rates, overtime rules, timesheets, and benefits.

An integrated HRIS, particularly one built for the public sector, can help your team maintain compliance with complex pay and time rules, as well as the latest tax legislation. Here are a few HRIS features and automations that will simplify payroll compliance and save time:

- Calculate payroll retroactively based on FLSA rules and regulations
- Calculate overtime based on FMLA work and time rules
- Prorate compensation based on time off, employment status, etc.
- Ensure the right hours have been paid at the correct blended rate
- Run employee wage and hourly time-sheet computations
- Share benefits statements, or 834 files, with insurance carriers
- Easily add, remove, or update an employee's enrollment information

Not all HRIS solutions are created equal. But with the right HRIS, like NEOGOV, your team will manage pay, time, and benefits faster and your employees will be happier with accurate and consistent payroll.



HOW TO GET STARTED

Operational efficiency equips your agency to deliver high-quality services at scale with as few resources as possible. It reduces wasted time, effort, money, people, and technology.

Operational efficiency is a combination of people management, process management, and technology management. Every Operations Improvement Plan should include these three factors and, in addition to optimizing operations, will inevitably lead to a stronger agency culture and increased retention.

Here are some tips for launching a successful Operations Improvement Plan:

Audit Current Operations: You may already be aware of operational hiccups within your agency. Audit and measure current operations to validate your assumptions.

Prioritize Projects: Based on your audit, which operations are least efficient? For example, if your HR team is understaffed and using outdated or disparate systems to manage employee data, you may consider prioritizing an HRIS solution.

Review Technology Solutions: Explore technology solutions that were built for the needs of public sector HR. Estimate the ROI and VOI (value on investment) of the top solutions. This estimate, in conjunction with benchmark data, will be added to your business case.

Create a Business Case: Justify your Operations Improvement Plan in a formal document. The data from this report, as well as your audit, is a good starting point. Clearly define your objectives, making sure they're observable and measurable.

Get Buy-in: Find an executive leader who is willing to join your project team, support the business case, and remain an advocate for the plan until completion. After your plan is approved by leadership, find a talented project manager.

Manage Implementation and Change: Work with your executive leader and project manager to outline the implementation steps, vendor selection process, and change management. Who will be impacted by your process improvements? Employee adoption will affect the success of your project, so it's important to communicate effectively, cast vision, and highlight benefits.

Cultivate Innovation: Foster a culture of innovation within your agency, so employees at all levels start identifying opportunities to optimize their processes.

Start Today: Start small and don't try to boil the ocean. Over time, the small wins will add up, get noticed, and make it easier to implement future change.





NEXT STEPS

NEOGOV serves public sector HR with a comprehensive suite of solutions for recruitment, onboarding, HRIS, employee development, 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