

# Trial of Temporary Staff for Administrative Services Centre Operations



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## Situation

Simplifying and increasing the efficiency of administration and public finance management, Kagoshima Prefecture established the Administrative Services Centre in April 2011 to focus on administrative processes relating to personnel, service duties, payroll services, travel expenses, and welfare services.

At the same time, a centralised processing system (General Affairs Office) was developed and introduced.

In addition, intensive processing operations will be examined for the transition to a contract scheme after examining and confirming the appropriateness of business operations and workflows to utilise private business operators as well as the benefits of outsourcing using a temporary worker scheme.

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## Action

Three methods of utilising external human resources for the establishment of the Administrative Services Centre were considered. Those were the hiring of temporary workers through an agency, the hiring of part-time employees, and sub-contracting.

In the case of temporary workers hired through an agency, the prefectural employees can directly command or instruct them and are able to adjust the workforce according to business fluctuations such as the period for approval of various filings at the beginning of the fiscal year and year-end tax adjustment. For these reasons, the temporary worker scheme was adopted.

We conducted a review of the business activities of the centre during the contract period of temporary workers. At the end of the temporary work contract, a contract scheme was adopted to take advantage of the vitality of the private sector, and the possibility of manpower adjustments according to business fluctuations, ensuring the accuracy of clerical processing and meeting the expectation of expense reduction.

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## Impact

Significant cost savings were realised by reducing the number of staff members through organisational integration and changing from the business of a temporary workers scheme to a contract scheme.

In addition, by adopting the temporary worker scheme temporarily after the establishment of the Administrative Services Centre, the prefecture was able to understand the details of the outsourcing conditions (processing time, number of processes completed, detailed examination contents, workflow, etc.).

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