



Research Highlights

From Principles to Practice:

How Modern HR Systems Can Improve Federal HR Service Delivery

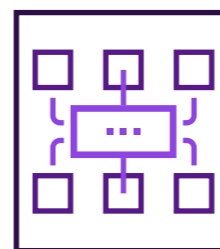
Merit System Principle #1 (5 USC § 2301) affirms that federal hiring must be grounded in fair and open competition, drawing from qualified individuals across all segments of society and advancing candidates solely on the basis of ability, knowledge, and skills. Achieving this standard at scale requires modern, effective HR systems.

Executive Order 14170 calls for a new Federal Hiring Plan that modernizes the use of technology in HR service delivery. In 2023, MSPB conducted a HR Workforce Survey which highlighted HR Specialists' views on areas for technology improvement. Below we highlight findings on how HR Specialists think HR technology modernization can improve HR service delivery and federal hiring.

Research shows that modern HR technologies can significantly improve service delivery and hiring outcomes



Objectivity & Consistency:
Data-driven assessments improve fair and equal candidate evaluation.



Streamlines HR Workflows:
AI and automation can reduce manual tasks, freeing HR Specialists to focus on strategic and consultative roles.



Recruitment Reach:
Digital platforms help agencies connect with broader talent pools.



Improves Communication:
Modern platforms enable timely updates, feedback, and transparency throughout the hiring process.



Supports Assessments:
Competency-based technical assessments aligned with job requirements improve evaluation of candidate ability, knowledge and skills.



Promotes Opportunity:
Technology can be designed to accommodate applicants from all segments of society, including those with disabilities.



Call To Action:

Read the full MSPB Research Brief, *Leveraging Technology to Improve Federal Human Capital*, at www.mspb.gov/studies.

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