

**Aspects on the Role of the Educational Process in Increasing  
the Quality of Human Resources at the Level of Public  
Administration**

**Professor Georgeta Dragomir, PhD**  
*Danubius University of Galati, Romania*  
*gretadragomir@univ-danubius.ro*

**Carmen - Marina Dragomir**  
*Danubius University of Galati, Romania*  
*marina.dragomir@univ-danubius.ro*

**Abstract:** This theme has as necessity the requirements for the public administration staff's effectiveness, increasing professional performance directly related to policies and strategies for quality assurance in the national education system from Romania, for high and sustained training of specialists. We propose the analysis of some interaction directions between higher education and the entities to whom the educational offer addresses, in case of active involvement of higher education in human resources from the public administration and administration specialists in education process, aiming at developing the administrative capacity of public, central and local institutions, and introducing and maintaining the quality standards for public services.

**Keywords:** quality of human resources; quality of education; the interaction higher education - public administration

## **1. Introduction**

The importance of using the best possible resources was expressed in the Communication on efficient investment in Education and Training (2003), Joint Temporary Report (2006)<sup>1</sup> and Council Conclusions of March 2006.<sup>2</sup> The investments in human resources are vital. Thus, it was found that an increase from one year period of education means an economical growth of 5% on long term and

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<sup>1</sup> <http://ec.europa.eu> Modernising education and training in Europe: a vital contribution to prosperity and social cohesion in Europe, JO C 79/, April 1, 2006.

<sup>2</sup> <http://www.consilium.europa.eu>, Brussels European Council of 23/24 Mar. 2006, Presidency Conclusions.

2.5% short term. Education has a positive impact on active labour, health and social inclusion. A coherent set of actions will improve the competitiveness and quality of life in Europe and to achieve a democracy based on active participation of all citizens. (Dragomir & Dragomir, 2008, pp. 7-12)

In March 2010, at Brussels, the European Council agreed on the following headline targets, which represent shared objectives guiding the action of the Member States and of the Union and cover the main areas, where efforts are rapidly needed:<sup>1</sup>- aiming at bringing to 75% the employment rate for women and men aged 20-64; - improving the conditions for research and development, in particular with the aim of bringing combined public and private investment levels in this sector to 3% of GDP; the Commission will elaborate an indicator reflecting R&D and innovation intensity; - reducing greenhouse gas emissions by 20% compared to 1990 levels; increasing the share of renewable in final energy consumption to 20%; and moving towards a 20% increase in energy efficiency; - improving education levels, in particular by aiming at reducing school drop-out rates and by increasing the share of the population having completed tertiary or equivalent education; taking into account the Commission's proposal, the European Council will set the numerical rates of these targets in June 2010; - promoting social inclusion, in particular through the reduction of poverty.

The strategic objectives are integrated into a coherent whole, which aim at ensuring sustainable development of society, which represents a model for the use of resources and security for future generations.

## **2. Interactions and Directions to Achieve**

Nowadays, the university continues to play a leading role in the development of the civic awareness, of public space, and Romania has proved to be aware of this process and it engages more actively in order to achieve the standards. The quality of the education is a priority, as a prerequisite for improving the professional employment, the social cohesion and competitiveness. According to the law, *the quality of education* is defined as all the features of a study program and its provider by which there are met the beneficiaries' expectations and also the quality

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<sup>1</sup> <http://www.consilium.europa.eu> - European Council, Conclusions – 25/26 March 2010, EUCO 7/10.

standards.<sup>1</sup> A quality education requires that the institutions and their curricula meet the needs and expectations of internal and external, direct and indirect beneficiaries. The education quality assurance is focused mainly on the outcomes of learning. They are expressed in terms of knowledge, skills, values and attitudes, which are obtained by attending and completing an education level or curricula. The purpose of an education process is to form professionals able to engage in the economic and social progress.

Improving training of personnel from public administration, human resource training and development at the highest European standards, represent an objective established by university policy and this can be achieved in multiple ways, including:

- the Master of science courses, in collaboration with local public administration;
- the involvement in joint projects of scientific research, promoting partnerships with local and regional authorities in order to develop joint projects, addressed to the community;
- the increase of competitiveness through training and research sessions in European universities or specialized institutes;
- the development of documentation infrastructure: books, treatises, subscriptions to specialised journals, with greater access to the sources of international circulation;
- the development of analysis, consulting, audit and evaluation centres that would provide services of economic and social environment, at regional and national levels;
- the collective organization from university to scientific and cultural events addressed to local community, with the participation of public administration staff;
- engaging the staff from the public administration in international seminars and conferences, with topics of interest and publishing in professional journals internationally disseminated;

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<sup>1</sup> Government Emergency Ordinance no. 75/2005 on quality assurance in education, published in the Official Monitor, Part I, no. 642 of July 20, 2005, as amended and supplemented.

- the development of cooperation with local and regional agencies and authorities, concluding some partnerships and cooperation agreements (Chamber of Commerce and Industry, SMEs, City Halls, Prefecture, etc.);
- attracting the local / regional community to events that popularize the university activities ("The day of open gates", national analyses and studies, conferences etc.);
- the dissemination of the excellence results and of personalities from the university and public administration through the media and public events.

### **3. Expected Results**

The affirmation and the skills' use of academic staff and students in a bi-univocal interaction with the social, economic and cultural environment is a way of active involvement in the community life, beneficial to both parties, directly linked to market demands and society as a whole.

It is required a wider and responsible involvement of the direct and indirect beneficiaries of the educational process, in real partnership with the university, in order to guarantee the proper course of activity, focusing on long-term results and performance used both in academic environment and in society.

It is envisaged the involvement of specialists from public administration in training and improvement process of future university graduates, in the sense of being able to adapt the content of disciplines in order to stimulate creativity, innovation and entrepreneurship among students. We aim at cooperating closely and directly, by the proposals of decision-makers of public administration, on topics of interest (subjects/disciplines) in order to be included in the study through masters, in curriculum / discipline record at accredited Master courses, having as target the public administration or proposals for new masters; widening the educational offer of bachelor's degree and master studies for large groups of beneficiaries is a requirement derived from the dynamics and interactions of the society at local, regional and national levels.

#### **4. Conclusions**

The educational management firmly opts for accountability, transparency and efficiency, in this sense, computerising the services, the academic management, introducing knowledge management and the concept of intelligent institution which will bring closer the university to the requirements of a modern and efficient educational process in relation to public administration as well. Quality assurance can be achieved through continuous improvement of academic activities, in close correlation with the requirements of socio-economic environment, by involving the decision makers in public administration, through a supported research effort, by the solidarity of academic staff, students and indirect beneficiaries, seeking creative present and future solutions, for educating the present and the future to international standards, in line with the imperatives of a modern society, at national level and integrated in the global structures.

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