The civil service careers of university support staff and new public management: A qualitative study from Chile


Abstract

New public management policies have been in effect in Chile since the 1980s, influencing the development of human resources policies and procedures, particularly within higher education institutions. While the impact of these policies on academic staff is evident, their implications for non-academic personnel who operate under the same regime as public servants remain unclear. This research aims to investigate the relationship between new public management principles and the career beliefs of non-academic personnel in Chile. Utilizing focus groups, this study analyzes the perceptions of career trajectories among the collaboration staff at the country's most prominent public university. Finally, the results are discussed.

Keywords: Career, new public management, Chile, public universities