

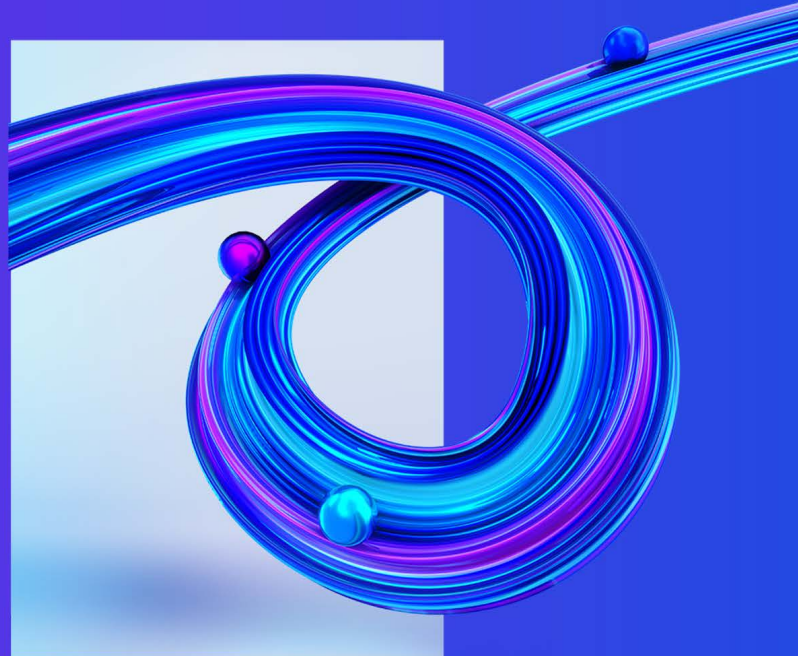


Re-think workforce models

KPMG Smart Government

Catalyse digital progress

Executive Summary



Government departments and public sector organisations must modernise to keep up with changing user needs, regulations and health and public safety requirements.

Prepare for new ways of working

When COVID-19 hit and operations went virtual all sectors had to rethink how they did business overnight. Many public sector organisations learned the importance of attracting, engaging, and retaining employees, with some realising the need to accelerate their modernisation timeline and adapt their workforce planning strategies. KPMG professionals can offer tips for creating flexible work environments that can help attract, engage and retain workers.

Adopt a new way to recruit

- Including new approaches in a strategic workforce plan improves recruitment hiring timelines and builds skills and capabilities to fulfill future needs
- Use technology to offer expanded and faster virtual recruitment
- Adopt flexible remote working to attract skilled talent
- Increase underrepresented talent within recruiting pipelines, using data-driven insights on diversity, equity and inclusion

Fulfill a modern employee value proposition

- When considering job opportunities many people now look for:



Flexibility

- Flexible work hours or remote working may require policy and procedure changes, along with redefining productivity and accountability
- Employees expect access to learning, benefits and career opportunities, anywhere and anytime



Transparency

- Departments should talk about their cultures with honesty and encourage dialogue
- Many workers expect employer-provided mental wellness resources



Safety

- Governments and public sector organisations need enforceable, widely communicated policies surrounding workplace safety that address preventing illness, physical safety, and employee discrimination



Breaking down the numbers in the UK



The average public sector time-to-hire was

119 days in 2020, compared to 36 days in the private sector



Almost half

of millennials and generation Z said they would consider quitting if their employer did not offer remote working



Only 53%

of government employees are satisfied with the training they receive compared with 66% in the private sector



Just over 4 in 10

government employees feel their employer rewards creativity and innovation

Train your talent

Changes to the way people work have resulted in a massive need to re-skill and up-skill employees.

- Artificial intelligence (AI) enables bite-sized learning from anywhere at any time
- A shift to convenience and self-service encourages employees to take a more active role in their learning

Create consumer-like experiences

- Employees are no longer resources, they are diverse consumers with distinct needs. Organisations must provide an experience that supports the departments and the employee throughout their career.

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CREATE | CRT145789B | May 2023

Document Classification: KPMG Public