PUBLIC SERVICE AS A CAREER OF CHOICE
VIDEO TRANSCRIPT

Public service employees have been at the frontline of the COVID-19 pandemic. For many, this has actually heightened their sense of purpose and of giving back to their community.

In fact, 86% feel that their work aligns with their desire to do something meaningful and worthwhile.

However, only 43% of public service workers in non-managerial positions believe that their potential is being fully realized.

This means that more than half of public service employees believe they are not fully utilizing and developing their skills, strengths and capabilities at work.

So, how can we find out what motivates people in the public service workplace? And, how can we help them realize their full potential?

Accenture's Net Better Off model measures six dimensions that explain work potential and makes visible what motivates people in the workplace.

What's really interesting, is that 57% of the public service workforce strongly believes their employer is responsible for helping them become Net Better Off.

However, only 28% of public service leadership feels the same way. It's critical this gap is closed... and fast.

By introducing five sweet spot practices, you'll take better care of your people, build trust, and deliver more for citizens.

Enable continuous learning. This will ensure a future-ready workforce that can shift at scale.

Listen to what your people need at the front lines, using real-time data for continuous feedback.

Use technology to enable flexible working arrangements and more creative work for your increasingly dispersed workforce.

Champion workforce well-being and equality, because safety and relational needs are more important than ever.

Set and share people metrics, set accountability for diversity and equality, be transparent and engage in intentional conversations that matter to your people.

By introducing the five sweet spot practices, you can build trust with your people, enhance their potential and improve outcomes for those you serve.