

From 'always on' to Zoom fatigue: managing staff communications in a hybrid organisation

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PANELLISTS



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**PRESENTATION TO THE WEBINAR ON
“FROM ‘ALWAYS ON’ TO ZOOM FATIGUE: MANAGING STAFF
COMMUNICATIONS IN A HYBRID ORGANISATION”**

**Mr Emmanuel Kgomo, Chief Director in the Department of
Public Service and Administration, South Africa**



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PRESENTATION OUTLINE

- Current Situation
- Challenges
- Benefits of working in a hybrid manner
- Lessons learnt
- Closure



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CURRENT SITUATION

- ❑ The use of technology in the workplace has been going on for decades – ensuring easy communication and access to connectivity
- ❑ Covid-19 broke out in 2020. Govt issued Regulations that included working from home. This affected service delivery immensely, especially for walk in services (ID & Passport applications; welfare services)
- ❑ In 2022 the Regulations rescinded. The pandemic's strength has been shown to have waned significantly. People are now no longer to have face masks in public, including indoor service points
- ❑ The Govt has since issued an instruction to all public servants to return to work from office
- ❑ The Government is procuring a shared IT system that will support joined-up working across government departments - with the aim of improving public service delivery



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CHALLENGES

- ❑ Challenges civil servants face, in trying to make remote and hybrid working a success include:
 - a) difficulties with connectivity,
 - b) inadequate physical and digital infrastructure
 - c) Lack of or inadequate provision of tools of trade and
 - d) Constant load shedding – where electricity supply is interrupted up to 6 hours a day
 - e) Supervision of staff – where staff working from home may use the opportunity to abscond.
- HR, Finance, Supply Chain in general are required more frequently in office at all times.
- However, some allowance for hybrid operations is allowed for policy making personnel



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BENEFITS OF WORKING IN A HYBRID MANNER

- a) Flexibility is allowed – staff is able to complete their work assignments, with little inconveniences/ disturbances (including comfort of the home), esp. policy making personnel
- b) Less supervision and therefore more room for self expression and innovation
- c) Effective self management skills – and savings realised (less travelling)



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LESSONS LEARNT

- ❑ Self- expression and management, which leads to development of innovative approaches – e.g. Education APP developed for parents to self-educate their children
- ❑ Better self management of health (and with the scare around monkey pox)
- ❑ Savings on travel cost and time
- ❑ Easier and convenient communication path



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Thank You

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