

**RETHINKING PRODUCTIVITY: ESSENTIALS FOR REMOTE WORKING AND EFFECTIVE  
EMPLOYEE PERFORMANCE IN THE PUBLIC SECTOR**

**BY**

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**PRESENTATION MADE AT THE 8<sup>TH</sup> ICPAK ANNUAL PUBLIC SECTOR ACCOUNTS CONFERENCE**

**18<sup>TH</sup> -22<sup>ND</sup> WHITESANDS HOTEL MOMBASSA, ON 22<sup>ND</sup> OCTOBER 2021**

## 1. Introduction

- Since the outbreak of the covid-19 pandemic about three years ago the normal and working lives of people have been radically changed
- The changes have caused both major negative and positive changes in Kenya and other parts of the world.
- Some of the changes are temporary while others are likely to be visible in many ways

## 1. Introduction

- This presentation examines the impact of covid-19 crisis on the country's labour productivity and the impact of the remote working practices that are being used in the public sector and how these practices are likely to continue to influence employee performance in the country with special focus on the public sector employees

## **2.0 The case for remote working as a productivity-enhancing strategy in Kenya**

- Kenya's public and private sectors are already implementing a significant level of remote working practices, though not at the levels already attained in countries like U.S, South Korea and many developed countries.
- In some of the developed countries close to 50% of the employees have adopted this digital technology.
- The following are some of the advantages identified in many countries with regard to adoption of this new working practice.
- It is relatively more convenient for the workers who choose the method in terms of balancing family and office engagements.

## **2.0 The case for remote working as a productivity-enhancing strategy in Kenya**

- It reduces travelling and related cost, fatigue, traffic jams, time and energy spent on going to the office.
- Improves work/family balance thereby enhancing family cohesion and stability.
- It enhances the productivity of those who are able to participate in remote work.
- Reduces requirements for office space especially where office availability is scarce.
- Reduces costs of traveling to work for the employee.
- Facilitates a more flexible working scheme for the workers.

### **3.0. Challenges in establishing effective remote working system in Kenya include;**

- The existing digital and related infrastructure facilities are still limited in some areas of the country, making it difficult for workers in some areas to participate effectively.
- The country requires much more public and private sectors to meet the requirements for full implementation of the remote working environment.
- Limited digital literacy in a large proportion of the population outside the large urban centres. This may thus require for more time for remote working system to be fully implemented for both public and private employees.

### **3.0. Challenges in establishing effective remote working system in Kenya include;**

- Some of the government official files are not digitized, thus people dealing with such documents are unable to easily fit into the remote working framework
- Need to undertake extensive training of public employees to ensure there is required professionalism and intensity in the remote working system.

#### 4. Concluding Remarks

- Both private and public sectors in Kenya have utilized some remote working methods in response to the changed work environment following the onset of covid 19 pandemic which had affected the entire global economy
- The private sector including universities and other educational institutions among others have adopted the method in a fairly impressive way.
- The specific nature of some of the government's documents will need more time and resources for appropriate remote working structures to be established

#### 4. Concluding Remarks

- The country's digital infrastructure is one of the relatively more established in Africa, but will require time and resources to create a fully functional remote working system.
- It is clear that the Corona Pandemic has permanently changed the way national and global economies have hitherto worked. Kenya needs to take more targeted measures to enhance its digital infrastructure that is adequately equipped to apply at national regional and global levels