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MANILA, PHILIPPINES | 22 TO 27 SEPTEMBER

IS THE PHILIPPINE BUREAUCRACY READY FOR A *WORK FROM HOME* SCHEME?

Amoren, Ishna Anjela
Cubillan, Billy James
Dahipon, Patrick Gene
Tesalona, Mirjam

The Fourth Industrial Revolution and Development

National College of Public Administration and Governance
University of the Philippines Diliman
Quezon City, Philippines

OUTLINE

- Introduction
- Scope, Limitation & Methodology
- Results and Discussion
- Conclusion & Recommendation

1. Introduction

Background of the Study

Background of the Study: **THE SITUATION**

BU·REAU·CRA·CY noun

/ byu̇-ˈrä-krə-sē

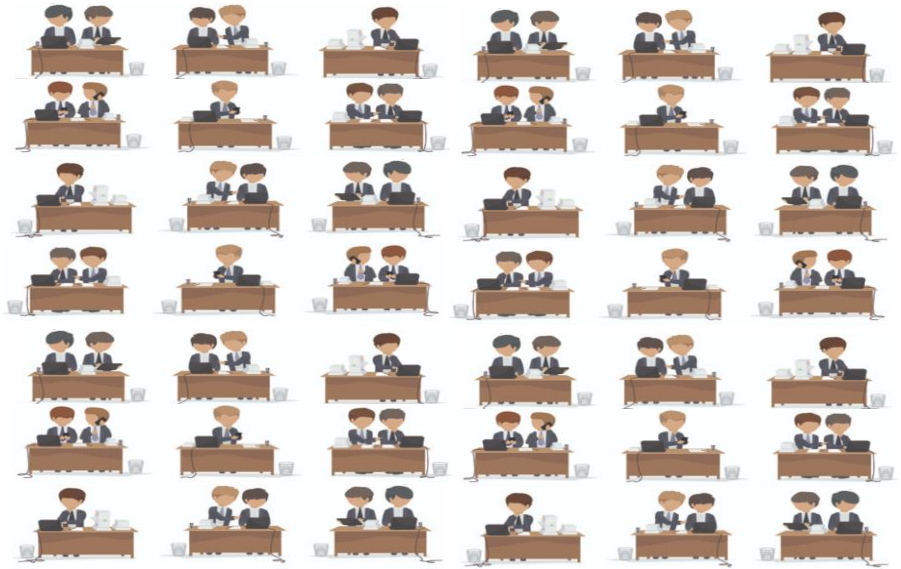
"Bureaucracy is an organizational structure that is characterized by many rules, standardized processes, procedures and requirements, number of desks, meticulous division of labour and responsibility, clear hierarchies and professional, almost impersonal interactions between employees".

~ Max Weber, 1946

Background of the Study: **THE SITUATION**

1,460,733

filled permanent positions in the PH govt–FY 2018*



*as per DBM Staffing Summary for 2018

Background of the Study: **THE SITUATION**

Consequence of Traffic Congestion in the Philippines

LOSS OF ***PhP 2.4*** BILLION PER DAY — **2014**

LOSS OF ***PhP 3.5*** BILLION PER DAY — **2017**

LOSS OF ***PhP 5.4*** BILLION PER DAY — **2035**

Japan International Cooperation Agency, 2017

SPENDS ***1,000 HOURS A YEAR*** IN TRAFFIC*

PhP 100,000 A YEAR IN LOST INCOME OPPORTUNITIES**

*Boston Consulting Group, 2017
**The Straits Times, 2017

Background of the Study: **THE SITUATION**

Attempts to Solve Traffic

Number Coding

Ban on Single-Rider Cars

No Garage, No New Car

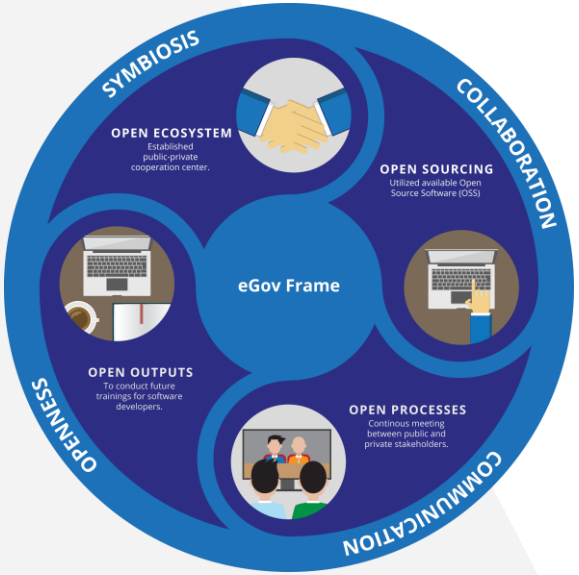
House Bill No. 6152

An Act Increasing The Normal Work Hours Per Day Under The Compressed Work Scheme

RA 11165

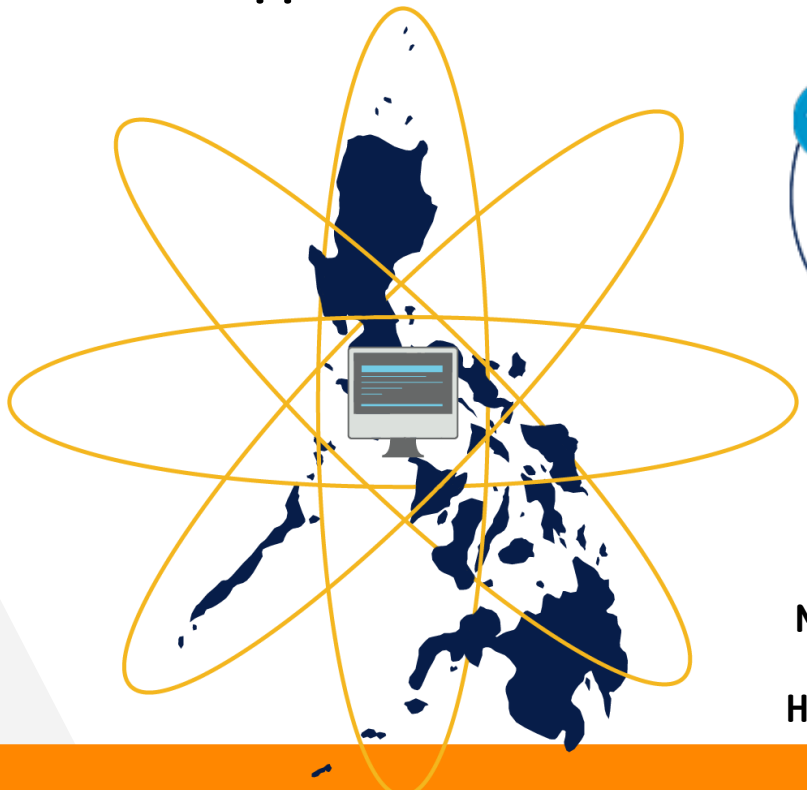
An Act Institutionalizing Telecommuting as an Alternative Work Arrangement for Employees in the Private Sector

Background of the Study: **THE SITUATION**



Philippine eGovFrame Roadmap

The Philippine e-Governance



Medium-Term Information and Communications Technology Harmonization Initiative (MITHI)

Background of the Study: **THE SITUATION**

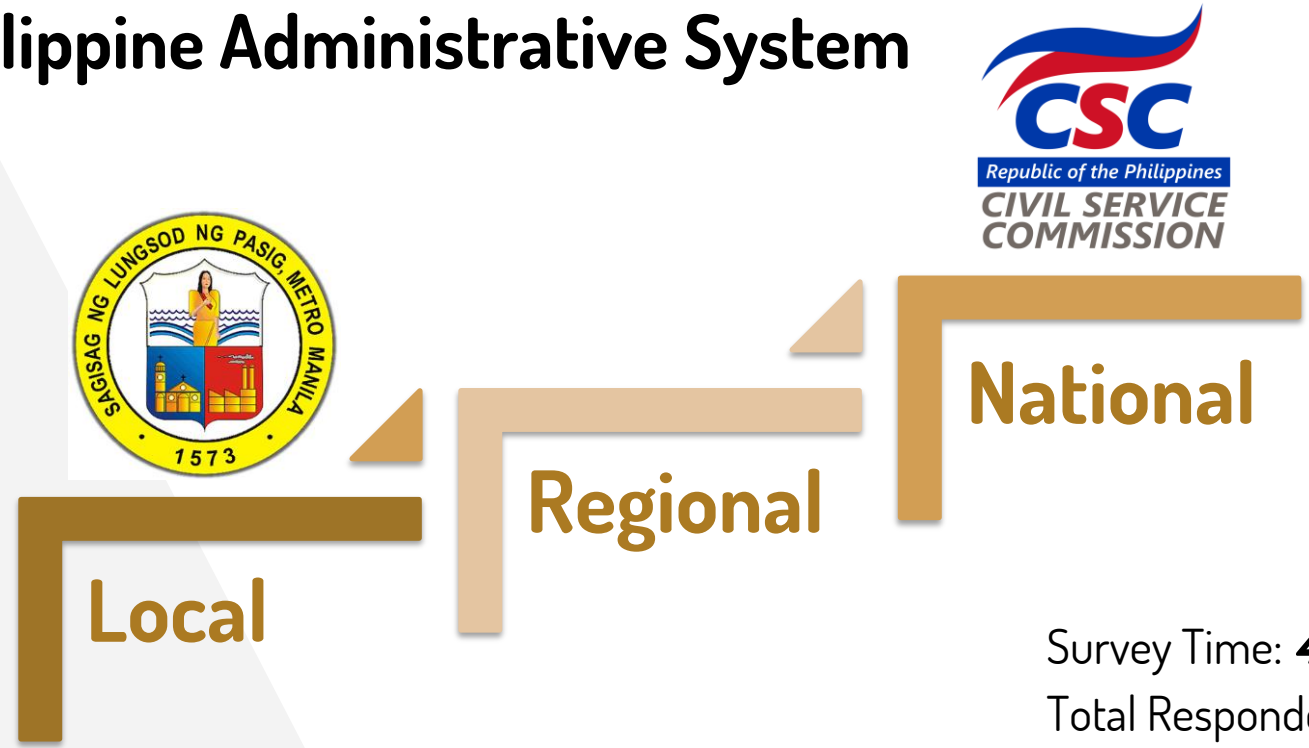
This study seeks to answer the following questions:

1. *Is the WFH set-up plausible in the Philippine bureaucracy?*
2. *What type of job functions are applicable for the WFH scheme?*
3. *Is the WFH set-up favored by government employees?*

2.
Scope, Limitation and Methodology

Scope and Limitation

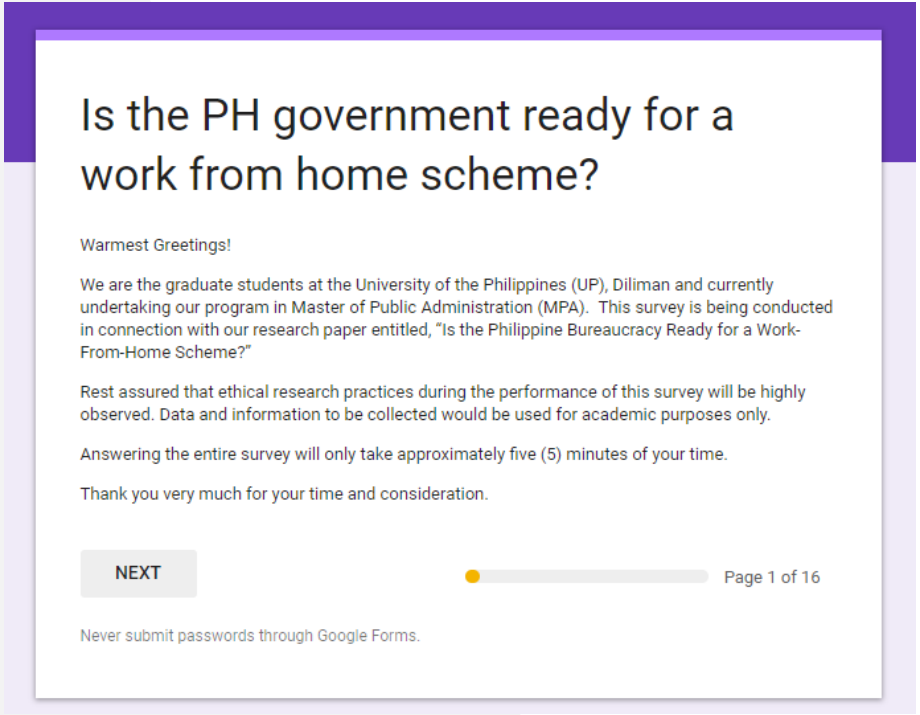
The Philippine Administrative System



Survey Time: ***4 weeks***

Total Respondents: ***175***

Methodology



Google FORMS

CSC Republic of the Philippines CIVIL SERVICE COMMISSION

Sent via eMail through the HR Department

SAGISAG NG LUNGSOD NG PASIG, METRO MANILA 1573

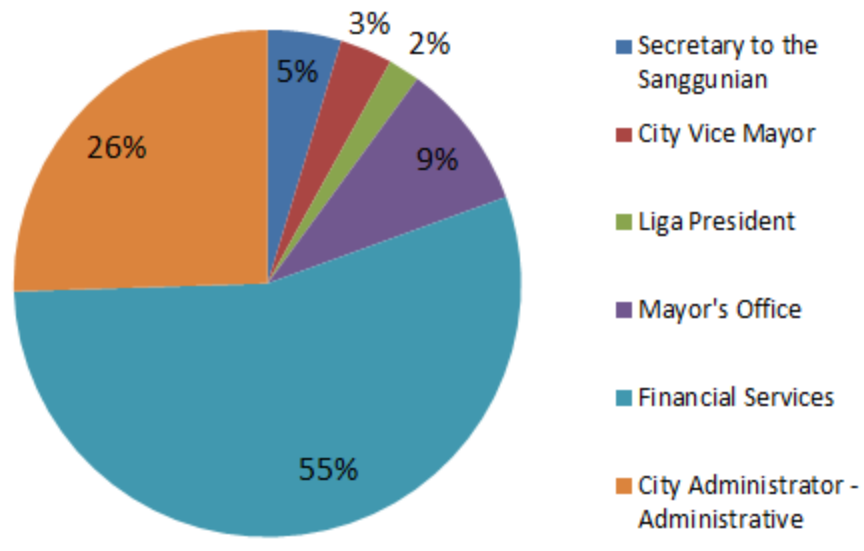
Personal distribution of printed questionnaires to the employees

3.
Results and Discussion

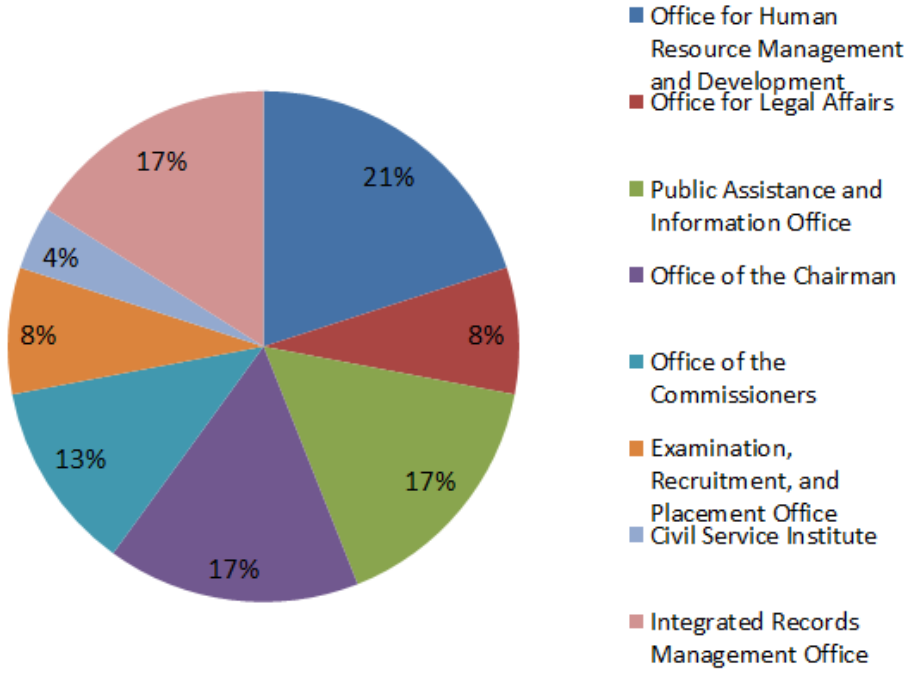
Results and Discussion

Exhibit A. Job Function of Respondents

Pasig City Government



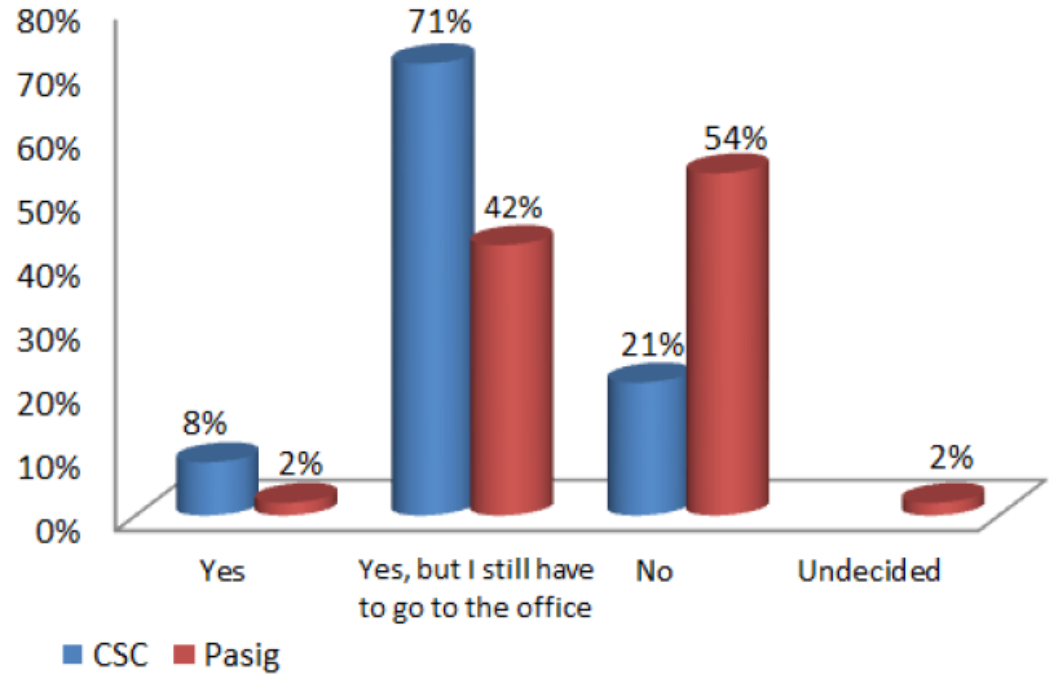
Civil Service Commission



Results and Discussion

Exhibit B. Possibility of Working From Home

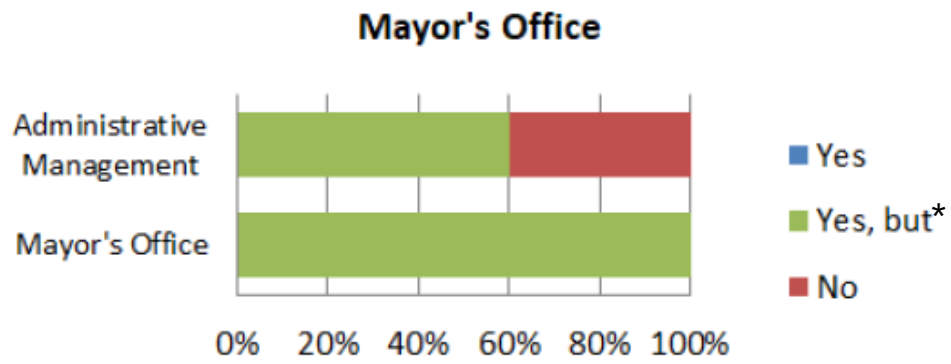
Is it possible to perform your job function at home?

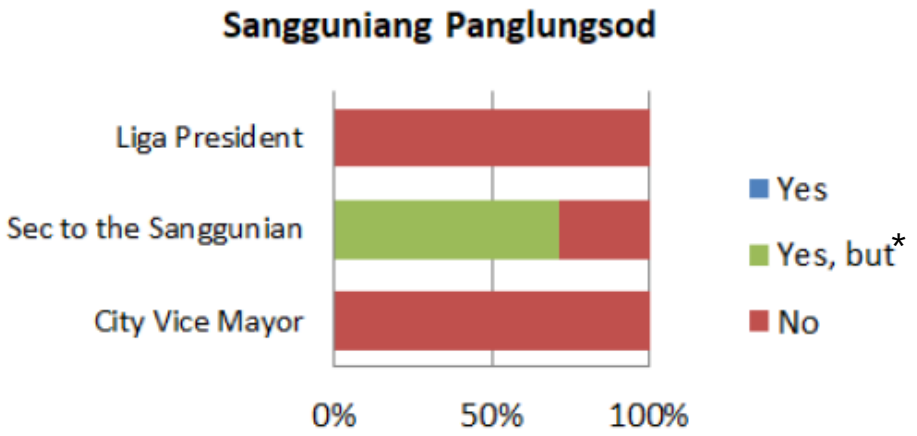


Results and Discussion

Exhibit C. Applicable Job Functions to a Work From Home Scheme

Pasig City Government



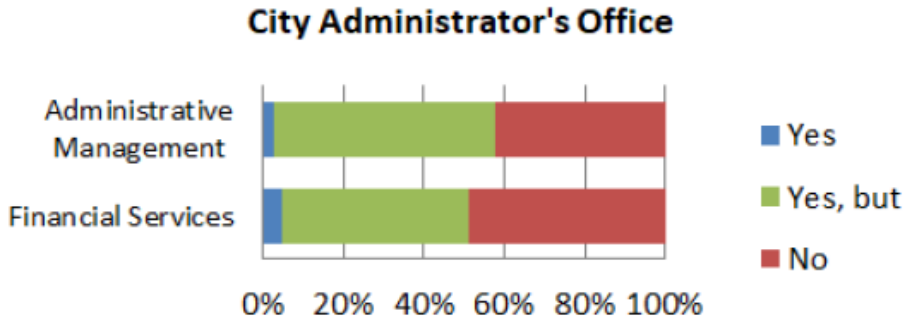


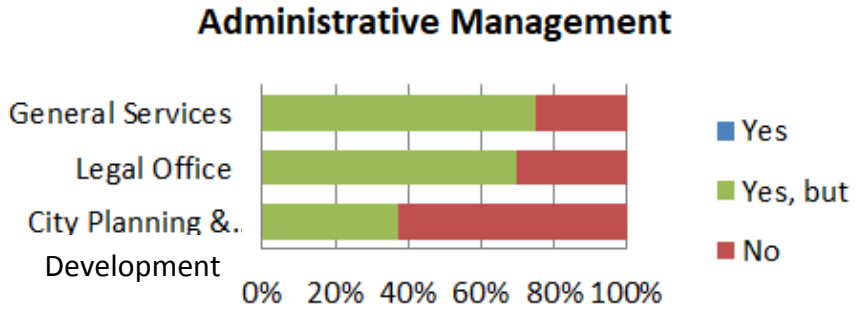
*Yes, but I still have to go to the office

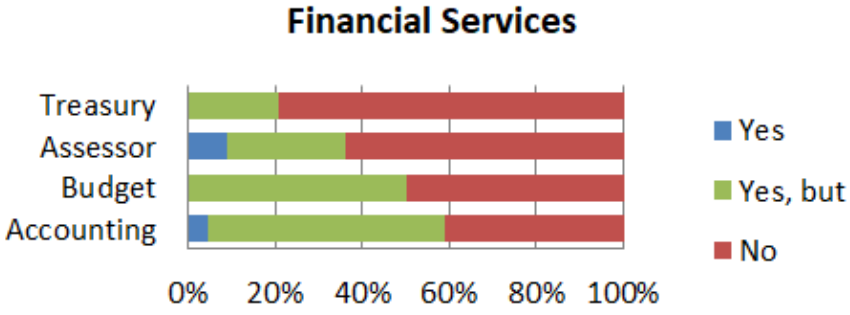
Results and Discussion

Exhibit C. Applicable Job Functions to a Work From Home Scheme

Pasig City Government



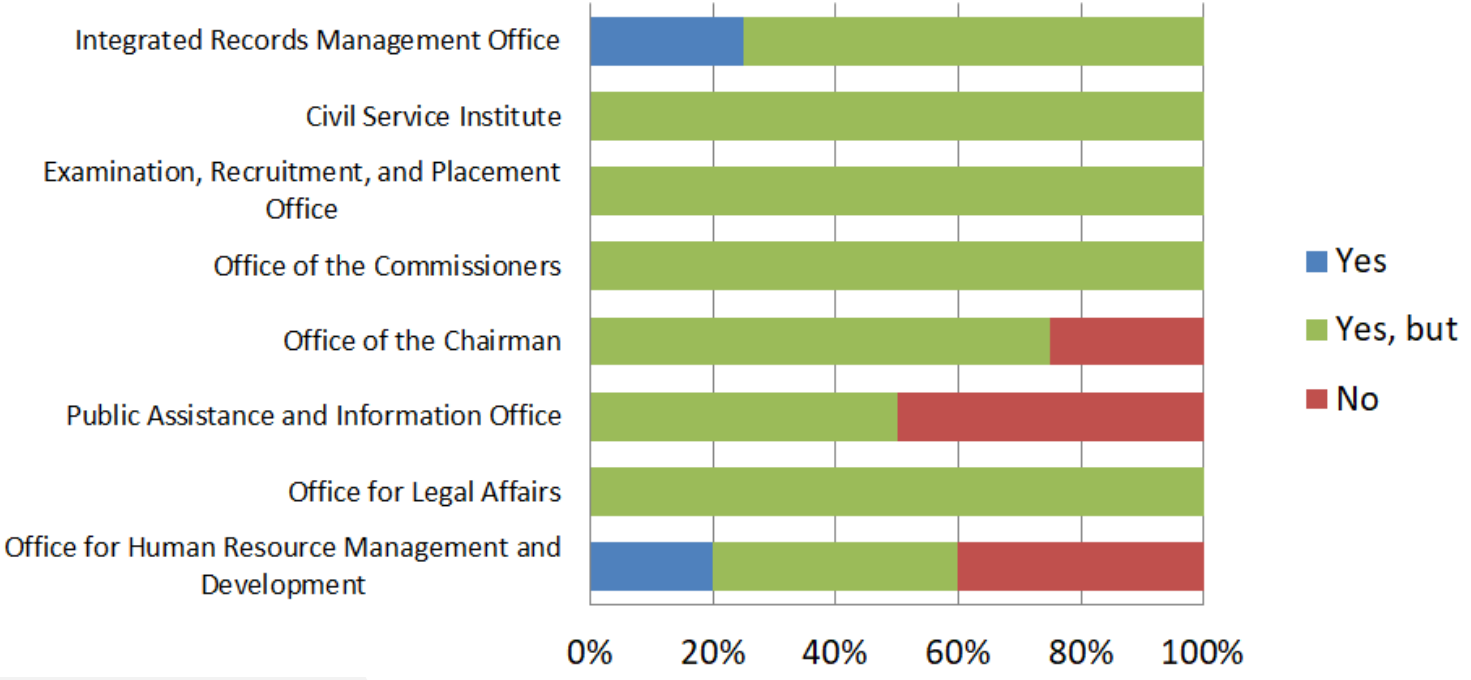




Results and Discussion

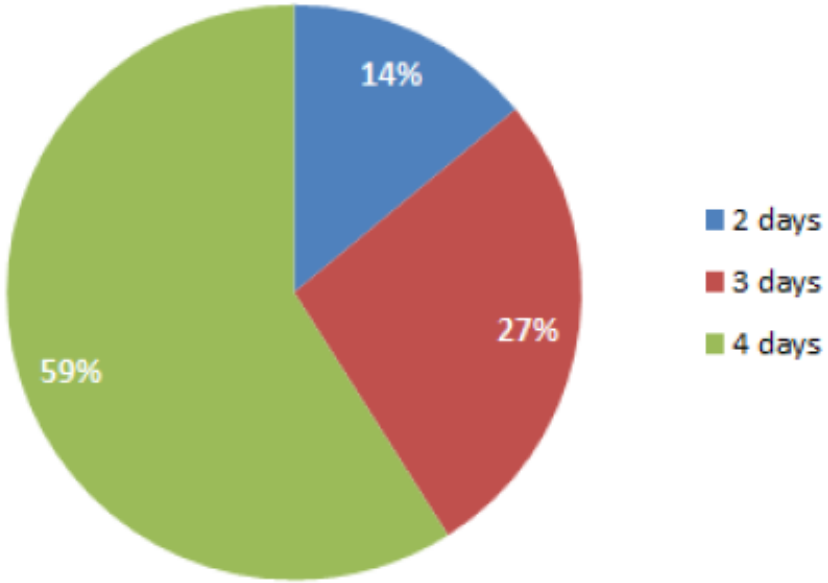
Exhibit C. Applicable Job Functions to a Work From Home Scheme

Civil Service Commission



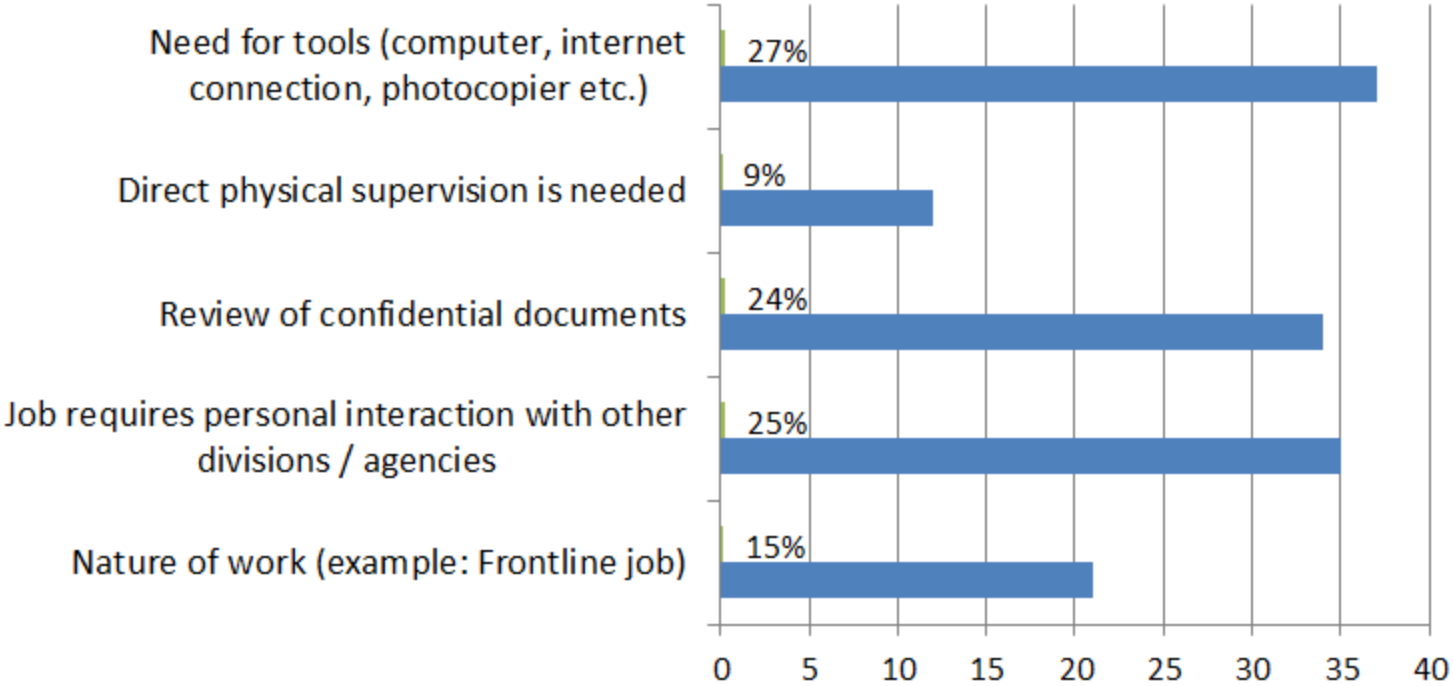
Results and Discussion

Exhibit D. Number of Days Work Requires Physical Presence at the Office



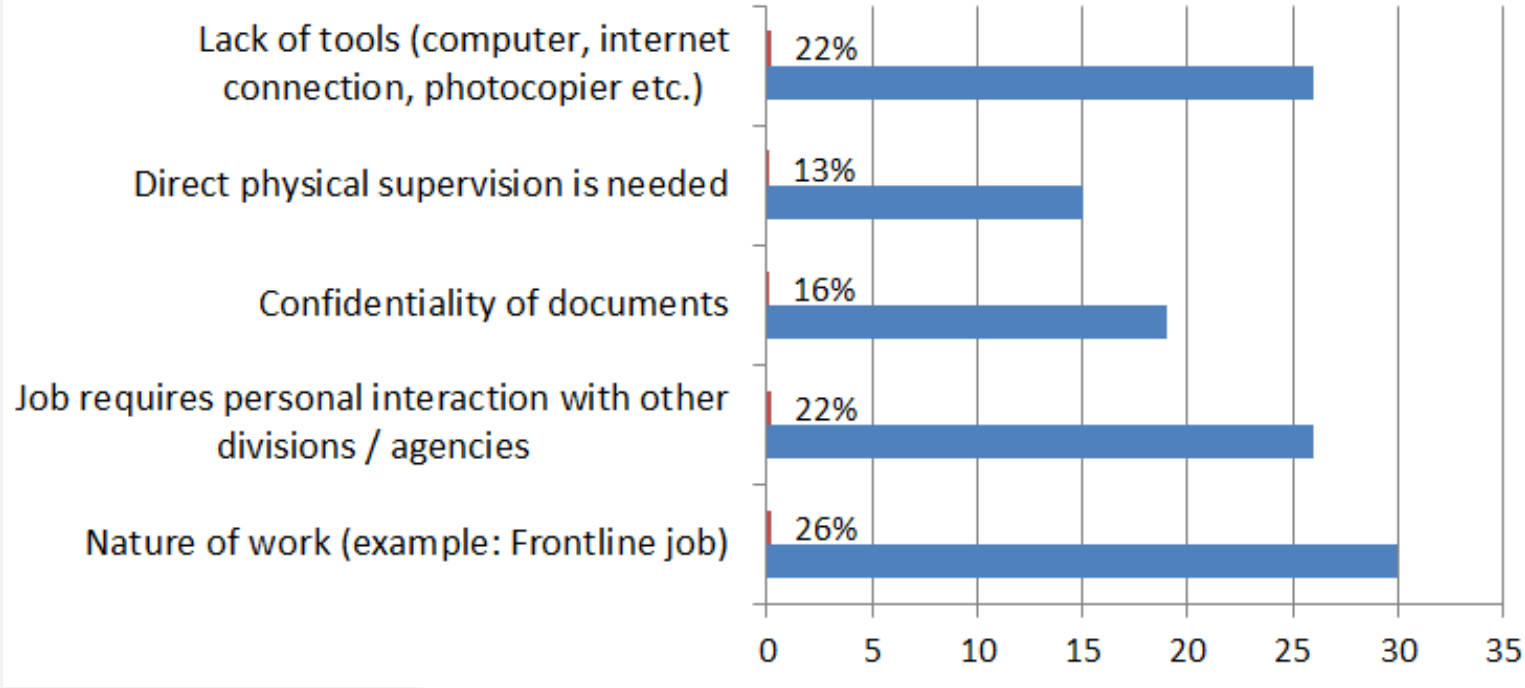
Results and Discussion

Exhibit E. Reasons for Going to the Office At Least Once A Week



Results and Discussion

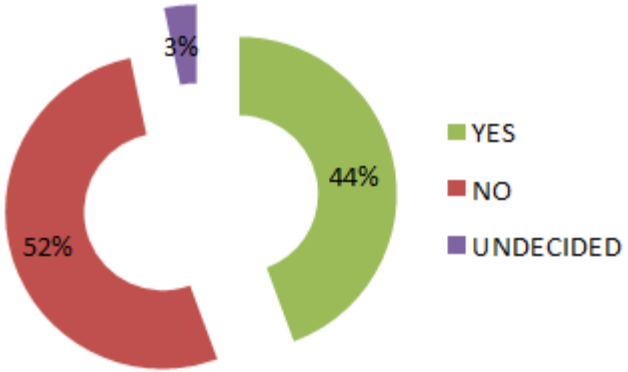
Exhibit F. Reasons Why Work From Home Is Not Possible For Others



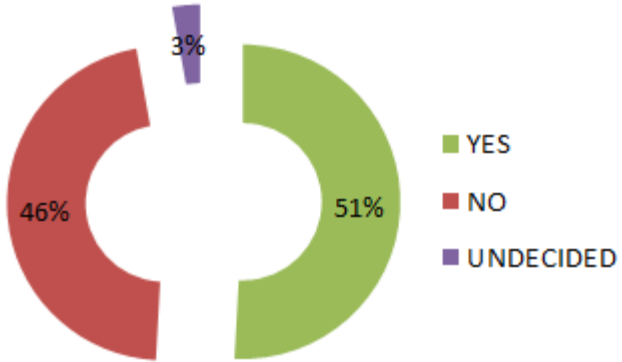
Results and Discussion

Exhibit G. Are you in favor of the Work From Home Scheme?

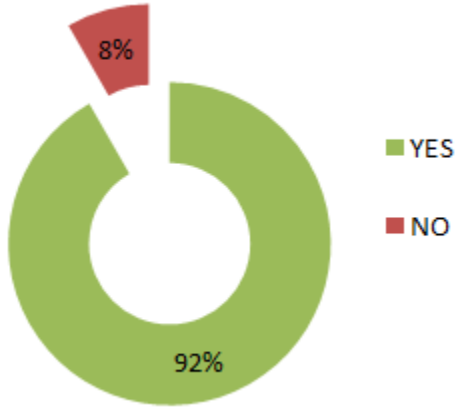
Pasig City Government



Overall Result

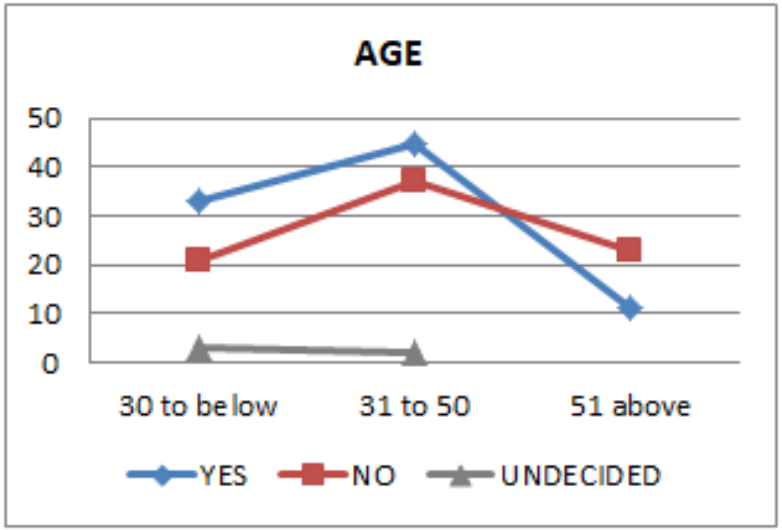


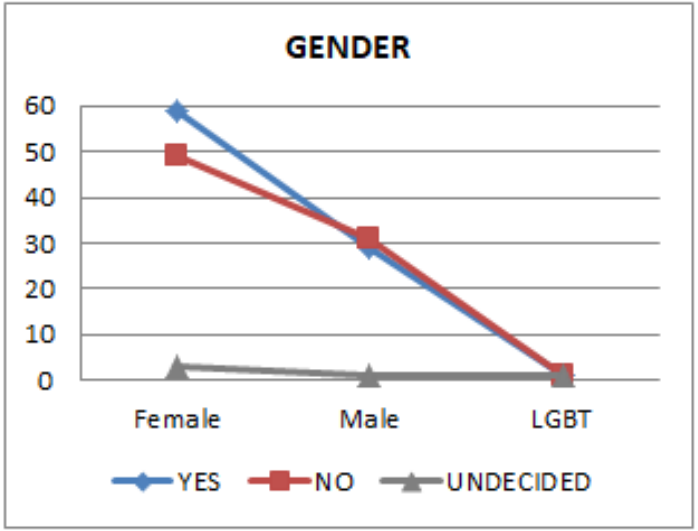
Civil Service Commission



Results and Discussion

Exhibit H. Demographic Analysis of Respondents





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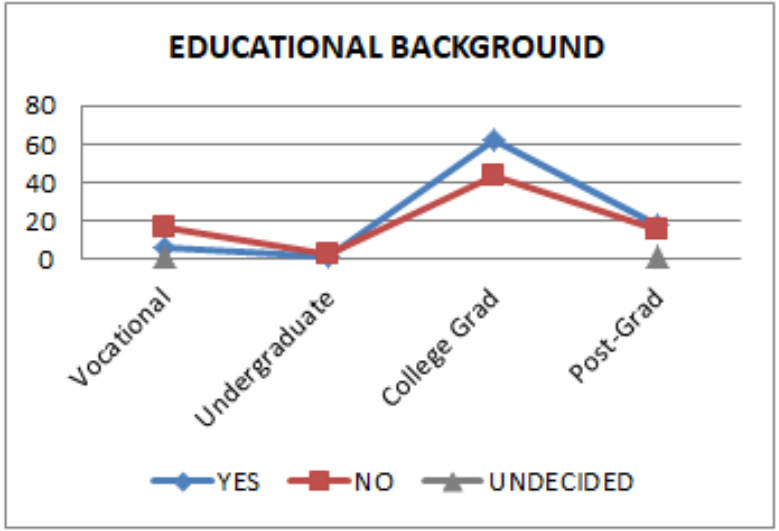

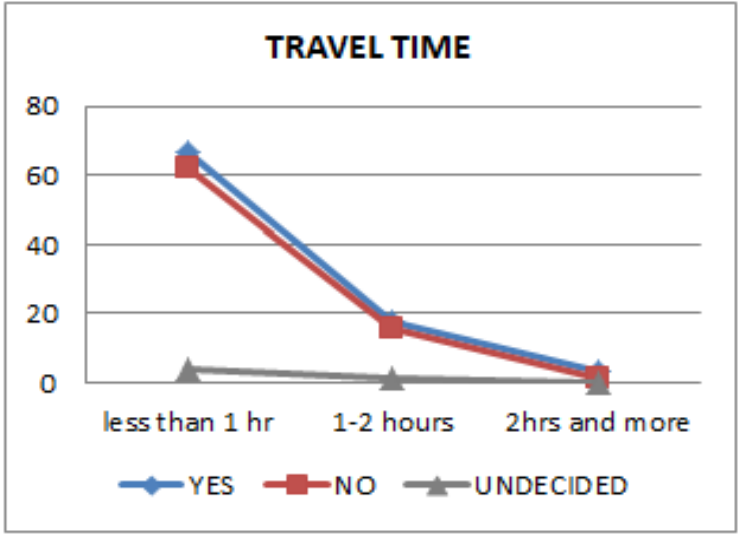

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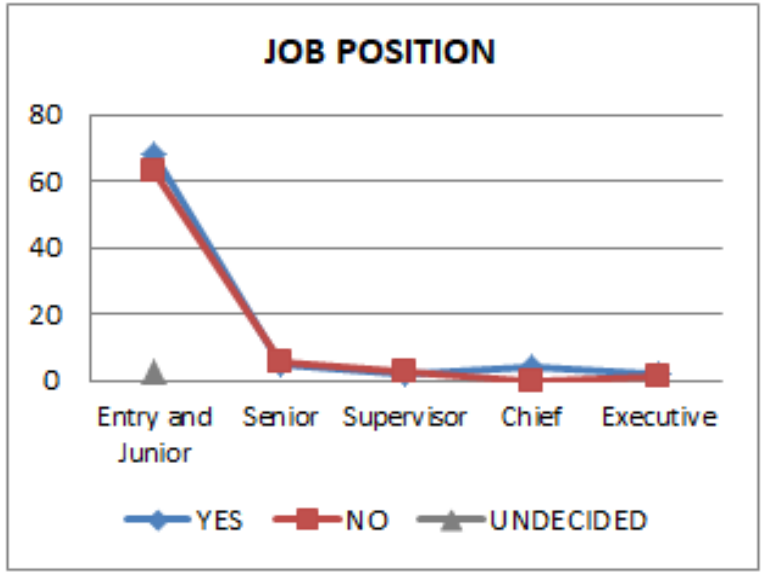

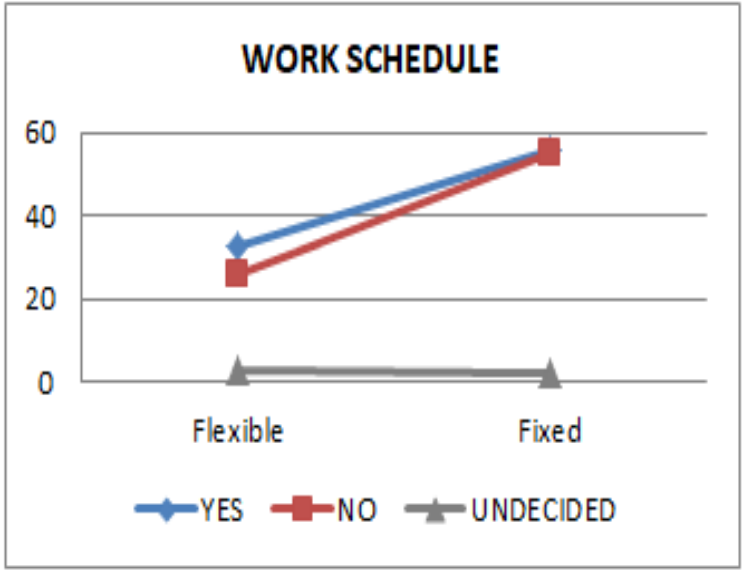

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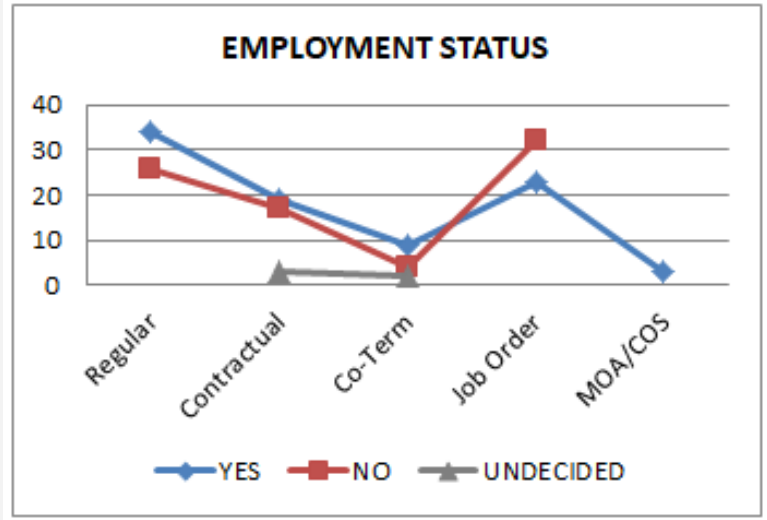

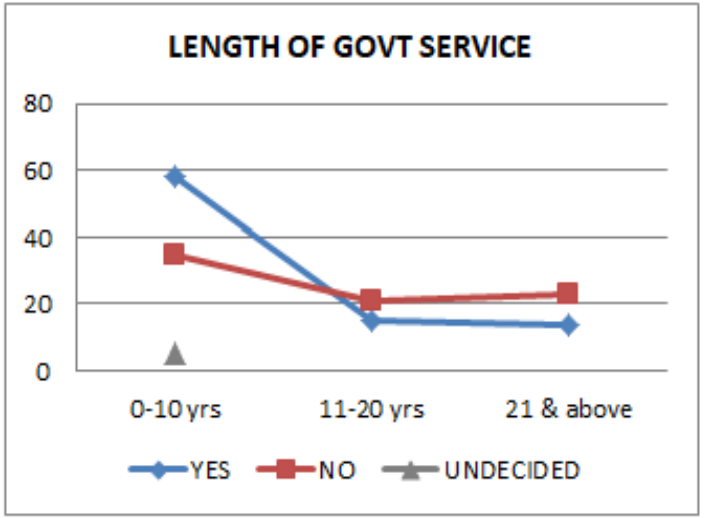

Results and Discussion

Respondents' Remarks

IN *FAVOR* OF THE WFH SCHEME

"This will also help the traffic congestion and pollution. A work-life balance will be attained. Filipinos will be a lot healthier moving away with stressful transportation, co-workers, and expenses on the food and transportation. The flow of documents may be congested in an e-submission basis. Easy tracking may also be an output on e-work. I may be an advocate of this. Trust and responsibility will be tested here."

CSC Employee

Results and Discussion

Respondents' Remarks

IN ***FAVOR*** OF THE WFH SCHEME

"The agency will be assured of the employee's productivity since it is an output-based scheme. At the employee's end, their travel and food expenses shall also be lessened while increasing their quality time with their families. Work from home is possible, but of course with the rotational "officer-of-the-day" scheme to facilitate and consolidate daily requirements of the office."

CSC Employee

Results and Discussion

Respondents' Remarks

IN ***FAVOR*** OF THE WFH SCHEME

"Good idea sana kaso impossible especially if you're a frontliner. maybe someday pag lahat ng tao accessible na sa internet and technologies. I answered yes for only personal reasons like waking up too early or pag may emotional breakdown na pinagdadaanan but you always need to act ok."

Pasig Government Employee

Results and Discussion

Respondents' Remarks

NOT IN FAVOR OF THE WFH SCHEME

"Some of the employees may abuse the use. There are still walk-in clients. Need for a reliable internet connection"

CSC Employee

"Work from home scheme is not advisable for delivering public service. The environment and privacy of both parties would be at risk."

Pasig Government Employee

"Home is/should definitely be time for family and personal matter."

Pasig Government Employee

4.
Conclusion & Recommendation

Conclusion

1

Is the WFH set-up plausible in the Philippine bureaucracy?

NO

54% responded that it is not possible to perform their job functions at home

YES

79% responded that it is possible to perform their job functions at home

59% of the total respondents from both agencies who answered *"Yes, but I still have to go to the office"* think they have to be physically present at their office for ***four (4) days***

Conclusion

2

What type of job functions are applicable to the WFH scheme?

For **CSC**, almost all of the job functions that were covered revealed that their work can be done at home, with respect to specific units or divisions.

For **Pasig LGU**, a significant percentage in all 3 major units *[Mayor's Office, City Administrator's Office, Sangguniang Panglusod]* have responded that their job functions are **not** applicable to the WFH scheme

Conclusion

3

Is the WFH set-up favored by government employees?

Overall results showed that
51% are in favor

Recommendations

1

Formulation of appropriate laws and policies which shall instigate a major overhaul and culture change in the civil service. This includes instituting quantitative and qualitative performance evaluation platform grounded on an output-based approach, including sanctions for non-compliance of the policies laid out in the said law.

Recommendations

2

- Spearhead technological advancements on the nationwide improvement of Information Technology infrastructures to match requirements of a WFH set-up
- Ensure to provide stable and fast internet connection
- Adopt concrete digitization process wherein documents can be accessed anywhere and anytime subject to varying access restriction levels

Recommendations

3

Further streamlining of government functions and processes in order to identify, consolidate and segregate positions that can and cannot avail the work from home scheme.

Recommendations

4

Conduct diligent planning and budgeting for the transition to the new set-up. This is also to ensure that workers will be provided with the appropriate equipments and tools needed to do their jobs at home

Recommendations

5

Provision of an extensive and exhaustive training for skills and capability enhancement of employees which shall not be limited only to their job functions but also with their attitude or ethics towards work.

Recommendations

6

Conduct further research on the subject matter that will include a broader number of respondents which may lead to more conclusive results. Also, to consider exploring the cost implications associated with the adoption of the work-from-home scheme in the Philippine bureaucracy.

THANK YOU!

Any questions?