

THE LEARNING AND HR CHALLENGES FACING GOVERNMENT ORGANIZATIONS TODAY

Government organizations have never been under so much pressure. The political landscape is changing by the day, making it critical for organizations to be able to roll out accurate, timely training at speed to keep employees in the loop and equipped with vital skills and knowledge. How can public sector and government organizations keep employees skilled, informed and engaged and performing at their best?

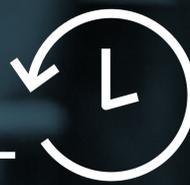


The average digital maturity score awarded to public sector organizations by their people is 4.67 out of 10¹

15%



Public sector employees comprise almost 15% of the US workforce²



1 in 4

Around 1 in 4 UK Civil Service employees work part time³



61.7 OUT OF 100

In 2019, the employee engagement score for federal employees in the US was just 61.7 out of 100, vs 77 out of 100 in the private sector⁴

38% vs 44%

38% of public sector employees are "fully engaged," vs 44% of private sector employees⁵



Just 7% of government organizations are ready to address the challenge of improving the employee experience⁶



62%

62% of government employees feel positive about training and development opportunities in their organization⁷



67%

67% of government employees feel valued by their organization⁸

27%

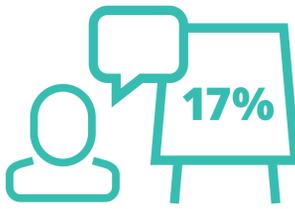


27% of government employees say that they spend too much time searching for files across multiple systems and file stores⁹

19%



19% of public sector workers say that their IT security policy makes it too difficult to share and collaborate on files with people outside of their organization¹⁰



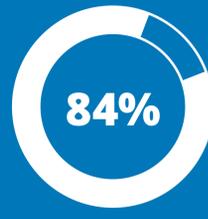
Just 17% of public sector employees feel that they have been adequately trained to use the apps and systems available to them¹¹



19% of government employees say that a lack of visibility across the organization is a common cause of frustration and delay¹²



9% of public sector employees share information via personal file sharing accounts and 8% use unencrypted USB flash drives, leaving the organization open to serious security risks¹³



"Learning in the flow of life" is important for 84% of public sector organizations, but just 38% are ready to implement this¹⁴

69%



69% of government organizations recognize the importance of reskilling, but only 32% feel ready to tackle it¹⁵

Half of government organizations believe that up to 75% of their workforce will need to change their skills in the next three years¹⁶



¹ Digital government: it's all about the people, Deloitte.

^{2,4} Hiring challenges confront public-sector employers, SHRM

³ Learning 2020: The future of learning in the Civil Service, Civil Service Human Resources.

^{5,7,8} Employee engagement low, especially in Government, Association for Talent Development.

^{6,14,15,16} 2019 Deloitte Human Capital (HC) Trends. Government & Public Services (GPS) Industry Breakout, Deloitte.

^{9,10} UK Government and Public Sector employees "overwhelmed" by complexity; compromising productivity and security across multi-agency initiatives, Realwire.

^{11,12,13} Multi-Agency collaboration in UK Government, Crown Commercial Service Supplier, huddle.

Ready to put learning, engagement and performance on the agenda?

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