

# **Service Management of Public Servants amid COVID-19**

**June 2020**

**Ministry of Personnel Management  
Republic of Korea**

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# 1. Progress

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- **COVID-19 Risk Level raised to “Alert” (27 Jan. ’20)**  
⇒ **Response measures taken such as preparation and execution of guidelines for management of service by public servants**
- \* Level I - Attention (Dec. ’19) → Level II - Caution (20 Jan. ’20) → Level III - Alert (27 Jan.) → Level IV - Serious (23 Feb.)
- **Several officials in Sejong Government Complex confirmed infected, and changes made to the government’s response to prevent the disease**  
⇒ **Guidelines executed 12 times** in total in tandem with the government’s responses

## 2. Service-related Measures against COVID-19

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- ① 27 Jan. '20 **Infectious Disease Risk Level raised (Level 2 → 3)**
  - ⇒ **Guidelines executed on management of service by public servants to respond to the changing situations of COVID-19**
- ② 23 Feb. '20 **Infectious Disease Risk Level raised (Level 3 → 4)**  
**(Multiple cases confirmed with the public officials of Sejong Government Complex during one day on 12 Mar.)**
  - ⇒ **Work from home mandated for a certain portion of officials, flexible working hours & lunch time operated**
  - ⇒ **Checking for fever two times a day mandated, and in case there is any slight symptom, staying at home recommended**

## 2. Service-related Measures against COVID-19

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### ③ “**Strict Social Distancing**” executed from 22 Mar. '20

⇒ **Measures to prevent spread of the virus mandated** such as working from home in turn

⇒ **Business travels within Korea and abroad prohibited in principle**

⇒ **Staying at home recommended** except to purchase daily commodities, visit medical clinics or go to work

### ④ “**Distancing in Daily Life**” executed from 4 May '20

⇒ **Guidelines executed to follow for various situations from going to work to leaving the office**

### 3. Guidelines for Service during Daily-life Distancing

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- ① **“Guidelines for Distancing in Daily Life” shared by the disease prevention authorities and strict compliance required**
- ② **Civil service sector requested to implement distancing in daily life**
  - ⇒ **Guidelines to prevent the spread of the Corona virus in each of eight different situations shared**
  - ⇒ **Government remote access system installed, business call forwarding set up, etc.**
- ③ **Guides provided for public servants regarding management of service in different situations related to COVID-19**
  - ⇒ **Working from home, official leaves, sick leaves allowed to prevent the spread of the virus in cases such as public servants confirmed infected or self-quarantined or coming back to Korea from overseas**

## 4. Improvements to Service Regulations

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### ① Alternate leaves extended

⇒ **Alternate leaves\*** that used to be **assigned for work on Saturdays and holidays** extended to be assigned in cases of **working over 16 hours a day during weekdays**

\* Alternate leave: a system that allows public officials that work over eight hours on a Saturday or a holiday to take a day off on a normal workday

⇒ **The period public officials can use alternate leaves extended (within 1 week → 6 weeks after the end of the emergency situation)**

## 4. Improvements to Service Regulations

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② Consideration of public servants that are parents or pregnant

⇒ **Childcare leaves\* and work from home allowed** in case of **beginning of school delayed due to COVID-19**

\* Used to be allowed only to attend official events of their children's schools, to attend consulting sessions with teachers or to accompany their child to a clinic

※ Introduction of “Family Care Leave” under preparation to extend the cases of applying the leaves and the number of leaves

⇒ Pregnant public officials can **choose to work from home ahead of others**, and in case it is difficult to work from home, allowed to **take leaves** to go to a clinic **for pregnancy check-up** (up to 10 days during pregnancy)



## 4. Improvements to Service Regulations

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- ③ Taking the option of work from home turned more convenient
- ⇒ Used to be applicable **only when requested one day before the day** public officials want to work from home, but now changed to allow them to request it **on the same day** they want to work from home.
  - ⇒ During work from home, they used to be **required to come to the office once a week**, but now **not required for a limited time period**

## 5. Next Steps

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- **To continue to tightly manage the service of public servants until the end of the COVID-19 pandemic**
- **To develop ways to improve efficiency of working from home in the public service sector**
  - ⇒ **Surveys to be carried out** against the public servants who have experienced working from home, **cases of operating work from home** in Korea and globally **to be analyzed, policy studies to be commissioned** to be executed