Service Management of Public Servants amid COVID-19

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Ministry of Personnel Management
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1. Progress

- 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


- 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

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

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

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
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

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

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

▪ 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