



Why Hybrid Work Makes Sense for Federal Employers and Employees


OPEXUS Survey on Employee Perceptions of Return-to-Work

Thank you for downloading this Opexus PDF. Carahsoft is the distribution partner for Opexus Customer Experience solutions available via ITES-SW2, NASPO ValuePoint, NJSBA, and other contract vehicles.


To learn how to take the next step toward acquiring Opexus's solutions, please check out the following resources and information:


 For additional resources:
carah.io/Opexus

 For upcoming events:
carah.io/CitizenExperienceEvents

 For additional Opexus solutions:
carah.io/OpexusSolutions

 For additional Customer Experience solutions:
carah.io/CX-engagement

 To set up a meeting:
Opexus@carahsoft.com
703-673-3570

 To purchase, check out the contract vehicles available for procurement:
carah.io/OpexusContracts



Why Hybrid Work Makes Sense for Federal Employers and Employees

OPEXUS Survey on Employee Perceptions of Return-to-Work



Why Hybrid Work Makes Sense for Federal Employers and Employees

In Spring 2022, we surveyed OPEXUS' federal government clients who work in FOIA, OIG, HR, IT, and Procurement roles across 150+ government agencies representing our case management solutions about pending and current return-to-office policies. What we learned:

Employees prefer "work from anywhere" policies that empower them to decide when it makes sense to come into the office

Employees are more productive when they set their own hours and choose where they work

Employees appreciate the efficiency, ease of collaboration, and data security that cloud-based, made-for-government technology offers



Key Takeaways

- Employees prefer "work from anywhere" policies
- Employees don't mind coming into the office when needed
- Employees feel more productive when they have agency in how they work
- Cloud-based technology is a critical enabler of collaboration and productivity in a hybrid work environment
- Employees across sectors continue to pursue new jobs at record levels, in part to maintain hybrid or work-from-anywhere conditions
- 15% of federal employees are retirement-eligible (Federal News Network); those who do not want to return to the office may opt out of returning to work altogether
- Backfilling talent may be challenging due to shrinking budgets and workforce shortages

So, what should government leaders do?

Seize the Moment!

The combination of mounting employee opinion and pressure on government employers requires a timely and unifying approach:

Government needs solutions that are secure, designed for government, and adaptable to today's work-from-anywhere reality.

In addition, government should prioritize buying criteria aligned to today's work environment, including the need for rapid implementations. Specifically, that means solutions tailored for specific government processes and workflows, accessible from anywhere, and featuring: secure collaboration capabilities, detailed and user-friendly reporting tools, and data that can transfer securely across offices.



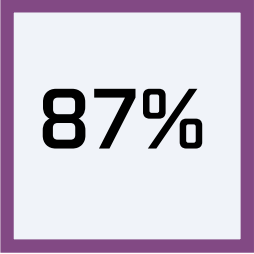
Employee Perspective: Work from Anywhere

Employees' confidence in using technology from anywhere - at home, in the office, in coffee shops, or on vacation - has translated into a desire for a permanent work-from-anywhere posture. According to OPEXUS' survey, the top four reasons employees prefer a hybrid work environmental include:

- Flexibility
- Health & Safety
- Commute Time
- Implied Lack of Trust

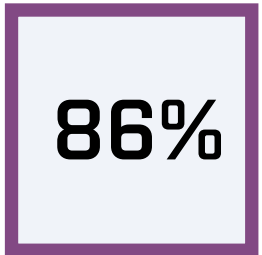


Employee Preferences for Return to Work
100% wanted to remain remote or work under a hybrid model



Employee Attitudes Toward Technology's Role in Remote Work
87% believe they can accomplish everything they need to from anywhere given the technology they have

Employee Perceptions of Their Current Tools
86% believe that they have the proper tools to work from anywhere



Employee Attitudes toward In-Office Work
23% enjoy going to the office



Potential Implications of Full-Time Return to Work

What happens when employees who want to remain remote are forced to go back?
They may leave.



Aging Workforce

A 2020 Bureau of Labor Statistics study found that three out of four (BLS) government workers are 35 and older, in addition to the 15% who are retirement-eligible.



Flexibility First

A GovExec survey found that employees are at least “somewhat likely” to take a job with more workplace flexibility or remote options rather than return to the office full-time.



High Turnover

The Great Resignation continues, with over 20% of American workers changing jobs in 2021-2022 and an estimated 40% continuing to search for new roles (Grant Thornton).

The practical implications of these data points are daunting to agencies:

- Institutional knowledge may walk out the door without a plan to capture it.
- Leaders may face severe workforce shortages over time, including due to a lack of recruiting.

The days of employees settling for a rigid experience, centered around a cubicle in an office, have come to an end. This shift is especially true for next-gen government employees, who are digital natives, and began, or accelerated, their careers in a remote-only environment.



“I think more positions should be eligible to be remote. With tools that allow me to collaborate and manage all of my work, I can produce more remotely than in the office, less interruptions!”

- OPEXUS Customer, Federal Government

Employer Perspective: Technology Investment Now Safeguards Against Future Disruption

Employee satisfaction is one side of the coin when it comes to technology. The other side involves overall government modernization.

Even prior to the pandemic, government investments in technology had begun to evolve in response to:

- Executive orders and congressional acts that prioritize modernization and digitization of legacy systems
- Security to protect sensitive data in the face of increased cyberattacks
- The acceleration of process automation and efficiency

While these big-picture requirements impact all of government, many agencies and offices had initiated their digital transformation journeys in parallel, automating manual processes, replacing spreadsheets, and helping agencies better manage the growing volume of data and requests on their plates.

Examples include Freedom of Information Act (FOIA) management, audits, investigations, and the management of highly regulated HR processes such as employee and labor relations.



“Efficiency of technology has been a tremendous benefit in scheduling and conducting meetings with my team and other participants to include access to data.”

– OPEXUS Client, Canadian National Government

The Future Federal Workplace: Work-from-Anywhere Fueled by Secure, Cloud-Based Technology

OPEXUS' expertise in government meets the needs of employer (meeting mandates, maximizing allocation dollars, and employee satisfaction) and employee (a sophisticated, work-from-anywhere experience) alike:

Employer Employee

Productivity



Software that is designed for core government processes: unique workflows and cross-team sharing requirements for FOIA officers, OIG, HR, and other leadership and administrative functions



Cloud-based technology that allows for the sharing and access of data stored in the cloud (with internet access!)



Government-specific, role-based permissions, and information-sharing on a need-to-know basis



Log-in from desktop, laptop, mobile or tablet to give employees the flexibility they crave and work on-the-go, standard capabilities at private sector entities



A reduced learning curve, leading to fast time-to-value and easy implementations that don't require extra hours for government nor expensive third-party support



Technology that is easy-to-learn, intuitive - and dare we say, even fun - to use!

Experience



Increased diversity hiring, including ability to accommodate the differently abled and those remote to a specific location through a tech-centric posture



Higher productivity through shorter commute times and flexibility to work non-core/extra hours



Modern employee experiences akin to what the private sector can offer, and what we experience in our daily lives with on-demand apps and social media

"I find the teamwork and collaboration to be much more productive and useful. I have also now built close working relationships with coworkers throughout the country where previously, it was just over the phone or via email."

- OPEXUS Client, Federal Government



OPEXUS' survey respondents cited numerous other ways in which technology can support their work-from-anywhere preferences, including:



Increased capability for transparency (given cloud-based data-sharing)



Greater efficiency when managing day-to-day tasks that require routing, collaboration, and data sharing in a single platform



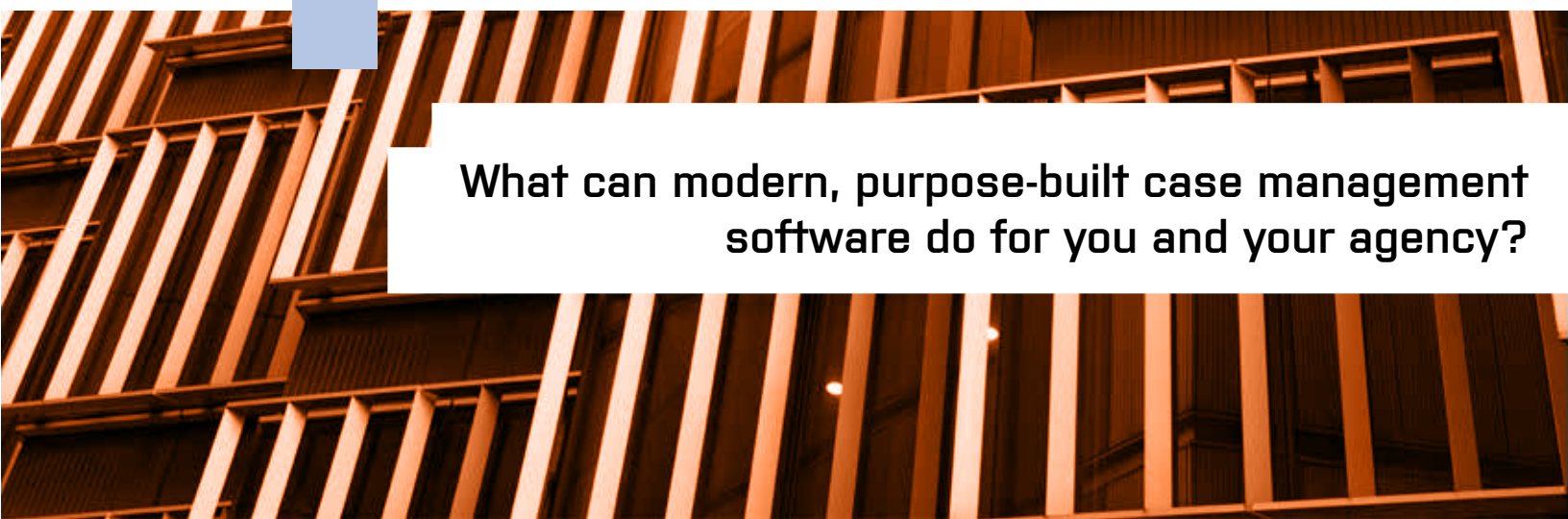
Real-time access to people (which may be more difficult in-person than compared to a digital environment)



FedRAMP-certified solutions to ensure data, document, and process security

Multiple OPEXUS clients note that work-from-anywhere technology boosts their team efficiency by three times or more between activity automation and empowerment of team members.

OPEXUS' clients have validated that the right technology applied to process can ensure business continuity from anywhere at any time, and drive employee satisfaction in the process.



What can modern, purpose-built case management software do for you and your agency?



About OPEXUS

With OPEXUS, get government unstuck. OPEXUS is the leader in FedRAMP-certified government process management software with more than 30 years of experience supporting public institutions. The company brings operational excellence to governments' middle office so agencies can focus on the critical work of mission delivery. OPEXUS empowers 100,000 government users with exceptional technology experiences and a built-for-government product suite, including solutions for audit, investigations, correspondence, Freedom of Information Act (FOIA) requests, and employee & labor. Located in the heart of Washington D.C., OPEXUS works with more than 150 public institutions in the US and Canada.

Learn more at:
www.OPEXUSTech.com

1101 17th St NW, #1200,
Washington DC 20036
Marketing@OPEXUSTech.com

[#unstuckgovernment](https://twitter.com/unstuckgovernment)