

Government and Public Services Snapshot



Asia Pacific Workforce Hopes and Fears Survey 2023 | 2,467 respondents

11%	48%	29%	12%	49%	51%	83%	15%
Gen Z	Millennials	Gen X	Baby Boomers	Female	Male	Employed full-time	Employed part-time
32%	52%	16%	77%	23%			
Full-time in-person working	Hybrid working	Full-time remote working	Have one job only	Have more than one job			

Business viability

Unsurprisingly, given the nature of government organisations, employees are far more positive about their organisation's future than workers in other sectors.

64% believe that their employers will be in business for more than **10 years** if they remain on their current trajectory (**vs. Asia Pacific overall 51%**), with Gen X (**79%**) being the most optimistic and Gen Z (**49%**) being the least optimistic.

Employee sentiment

57% of employees in the government and public services sector are very or moderately satisfied with their jobs, consistent with last year and overall

Asia Pacific employee sentiment (**vs. Asia Pacific overall 57%**). Across generations, Boomers (**60%**) are the most satisfied while Gen X (**54%**) are the least satisfied.



Employees are more inclined to make changes in their jobs versus the previous year. However, they are **7%** less likely to ask for a promotion and **6%** less likely to ask for a pay raise within the next **12 months** compared to other employees, reflecting the nature of the remuneration system of jobs within the government and public services sector.

	G/PS 2022	G/PS 2023	Asia Pacific overall
Ask for a pay raise	27%	37%	43%
Ask for a promotion	24%	31%	38%
Change employer	15%	22%	28%

Workforce skills

Employees in the government and public services sector are less likely to see the need for skills evolution.

Only **41%** believe the skills for their job will change significantly in the next five years (**vs. Asia Pacific overall 44%**) and 46% have a clear sense of how (**vs. Asia Pacific 48%**).



They rank human skills including being adaptable/flexible (**72%**), collaborative skills (**70%**) and critical thinking skills (**69%**) as more important than technical (**56%**) or core business skills (**49%**).

	G/PS employees	Asia Pacific overall
Analytical/data skills	59%	62%
Being adaptable /flexible	72%	69%
Collaborative skills	70%	67%
Core business skills	49%	57%
Critical thinking skills	69%	66%
Digital skills	58%	59%
Green skills	36%	44%
Leadership skills	65%	65%
Specialist technical/trade skills	56%	60%

Only **45%** are confident that their employers will provide opportunities to apply the skills that are most important to their career in the next five years (**vs. Asia Pacific overall 48%**).

Work environment



Employees are more likely to agree that their actions/behaviors at work are aligned with their organisation's values and direction (**59% vs. Asia Pacific overall 52%**). Their managers are less likely to encourage dissent and debate (**29% vs. Asia Pacific overall 32%**) but slightly more likely to tolerate small-scale failures (**33% vs. Asia Pacific overall 32%**).



Half of employees are not keen in seeking (**51% vs. Asia Pacific overall 53%**) and providing feedback (**49% vs. Asia Pacific overall 51%**) to improve performance at work.



Employees have a low level of autonomy over their work, only **45%** expressed that they can choose how to do their work in a way that suits them (**vs. Asia Pacific overall 47%**).



Few employees think that their manager considers their viewpoint when making decisions (**44% vs. Asia Pacific overall 47%**).

Climate action

Only **39%** of the employees think their employers have a responsibility to take action to address climate change (**vs. Asia Pacific overall 41%**), they also rank green skills as the least important skills required for their job.

43% believe their organisation is taking the right amount of climate action, consistent with employees in other industries.

Emerging technology

Some employees are positive about the opportunities and benefits that Artificial Intelligence (AI) will bring to their career.

40% believe that AI will help increase their productivity at work, and

34% say that it will create opportunities for them to learn new skills.

13% think that AI will replace their role - fewer than the region's average of **16%**.

19% think AI won't impact their job

	G/PS employees	Asia Pacific overall
AI will help me increase my productivity/ efficiency at work	40%	41%
AI will create opportunities for me to learn valuable new skills	34%	34%
I don't think AI will impact my job	19%	16%
AI will create new job opportunities for me	21%	25%
AI will require me to learn new skills that I'm not confident I have the capacity to learn	20%	22%
AI will change the nature of my work in a negative way	14%	16%
AI will replace my role	13%	16%
AI will impact my job in other ways not listed	14%	13%

Source: Asia Pacific Workforce Hopes and Fears Survey 2023. Data was collected from March - May 2023
To view the full report, please visit <https://www.pwc.com/gx/en/about/pwc-asia-pacific/hopes-and-fears.html>

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