

PSA shop stewards: Driving **FUTURE** of public service

The world of work is changing at an unprecedented pace. Technological advancements, evolving employee expectations, digital communication platforms, and new ways of delivering public services are transforming workplaces. As these changes reshape the public service, the role of PSA shop stewards is also evolving.

PSA shop stewards will increasingly be more than workplace representatives. They will be strategic leaders, trusted advisors, digital communicators, and champions of workers' rights in shaping the future of the PSA and the public service.

The PSA consistently adapts to meet the changing needs of the Union's members. Digital platforms such as the PSA App, WhatsApp channels, virtual meetings, and online engagement tools dictate that shop stewards must communicate and represent members in innovative ways. By 2030, digital literacy will be an essential skill for every PSA shop steward. The ability to engage members online, share information quickly, and utilise digital tools to address workplace concerns will strengthen representation and ensure that members remain informed and connected.

The PSA relies on shop stewards to identify workplace challenges and represent members effectively. The future public service is likely to see increased automation, artificial intelligence, hybrid-work arrangements, and organisational transformation. PSA shop stewards will play a critical role in ensuring that these changes are implemented fairly and responsibly through meaningful consultation, fair labour practices, skills development opportunities, and the protection of members' rights.

Shop stewards will be expected to provide leadership that extends beyond traditional workplace representation. Members will increasingly seek guidance on complex workplace matters, career development, employee wellness, technological change, and organisational transformation.

To meet these expectations, shop stewards must commit to continuous learning and development. A strong understanding of labour legislation, collective bargaining processes, dispute resolution mechanisms, and emerging workplace trends will be essential.

The workplace of 2030 will place increasing emphasis on employee wellbeing, mental health, work-life balance, and supportive organisational cultures. By promoting wellness initiatives, addressing workplace challenges proactively, and supporting members through difficult circumstances, shop stewards will contribute to stronger, more resilient workplaces.

The strength of the PSA lies in the Union's membership. Shop stewards are a vital link between the PSA and members, ensuring that member concerns are heard and addressed. The shop steward of the future will focus on building trust, encouraging participation, and fostering meaningful engagement with members. Such visible leadership will strengthen workplace organisation and ensure that members are actively involved.

For more than 106 years,
the PSA has been at the forefront of protecting
and advancing the rights and interests of public servants.
As the Union continues to evolve, shop stewards will remain
central to success. Equipped with knowledge, driven by
service, and committed to the PSA's values, they will continue
to strengthen the Union and contribute to a professional,
ethical, and people-centred public service.

Source
[https://www.ilo.org/resource/news/africa-and-asia-pacific-trade-unions-shape-fair-digital-future?](https://www.ilo.org/resource/news/africa-and-asia-pacific-trade-unions-shape-fair-digital-future?https://publicservices.international/resources/digital-publication/digitalisation-br-a-union-action-guide-for-public-services-work-and-workers?id=11767&lang)
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Towards 2030 with resilience, endurance, and GROWTH

