



FOR PSA MEMBERS: **GENERAL 10/2025**

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Innovating for tomorrow: PSA ready to lead through evolving needs of Public Service

In celebrating 105 years of service excellence to public-sector employees, the PSA is alive to the fact that today's solution is tomorrow's problem and that today's excellence is tomorrow's mediocrity. The Union thus embraces the innovation.

Georg Cantor said: "Great innovation happens only when people aren't afraid to do things differently." The PSA has not shied away from embracing the winds of change and has responded. The pursuit of relevance and excellence has caused the PSA to constantly review the way the Union conducts business and serve the rights and interest of members.

The world of work is evolving rapidly, driven by technological advancements, changing societal norms, and economic shifts. The Public Service cannot be left behind and the PSA will push that the employer is sufficiently addressing these new trends. Amongst key changes that the PSA is pursuing is the adoption of remote and hybrid work. Whilst many organisations globally are embracing hybrid-work modules, there seems to be resistance by government. The PSA will continue pushing towards this flexibility, which will assist in improving work-life balance and mental health whilst broadening talent pools for the Public Service.

The PSA is constantly working with tertiary institutions and Sector Educational Training Authorities to identify new skills sets that are needed by the Public Service and ensure that employees are upskilled, reskilled and participate in continuous learning. Automation by artificial intelligence has transformed various industries. The Public Service cannot deny the impact of such technological advancement and must embark on a process of reskilling employees. Some roles will have to change, and the PSA will be at hand to ensure employees are not disadvantaged. Data-driven decision-making calls for skills development in the Public Service. Diversity and inclusion in the workplace become a necessity as young employees join the Public Service. Seasoned employees need to ensure skills transfers and not be discarded as the employer is ready and willing to offer them early retirement.

The PSA will continue to pursue decent work with benefits and is also aware of the rising gig economy and freelancing where the employee of today, particularly young ones, need flexibility and autonomy. Flexible working arrangements must not erode job security, and the PSA is prepared to have robust

engagement to ensure that the Public Service responds to changing norms. Green economy and the corporate social investment must be incorporated in Public Service operations. The PSA will thus continue to ensure that Public Service buildings are responsive to the safety of the employees and conducive towards flexible working arrangements, employee satisfaction, and productivity. All buildings need to have Wi-Fi facilities and improved collaboration tools such as video conferencing, project management software, and virtual reality that enhance communication and teamwork. By leveraging technology and modern practices, the PSA as a dynamic Union aims to improve efficiency and effectiveness across all sectors where the Union is organising.

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