

# Driving better government employee experiences in a hybrid world:

## Q&A featuring Rick Parrish, Forrester Research

### FORRESTER®

Organizations of all stripes are grappling with how to nurture engaged, empowered workers amid what has become a permanent shift away from the office—and government bodies are no exception. Across all levels of government, agencies and offices are jumping on the permanent hybrid train, allowing employees to perform some (or all) of their jobs remotely in a bid to promote productivity and flexibility.



Employee experience satisfaction in the government sector lags behind that of private industry. Agencies will need to pay close attention to the processes and technologies they put in place to ensure a smooth transition.

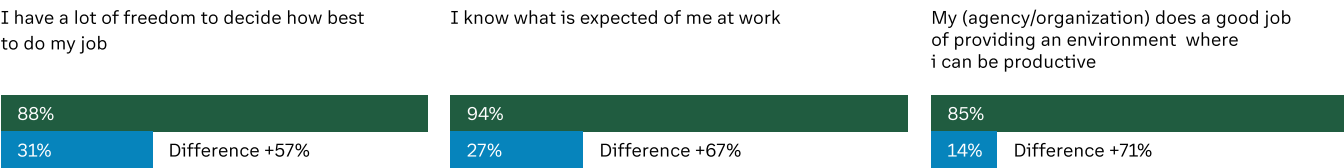
In a recent [webinar with RingCentral and GovLoop](#), guest speaker Rick Parrish, Vice President and Principal Analyst at Forrester Research, looked at how employee experience within the government sector measures up and talked about the 6 key drivers of a great experience (see diagram below). RingCentral asked Rick Parrish to answer compelling questions and provide insights on the topic of The Role of Customer and Employee Experience in Government.



# Engaged Government Employees Score Higher On The Three Factors Of The EX Index

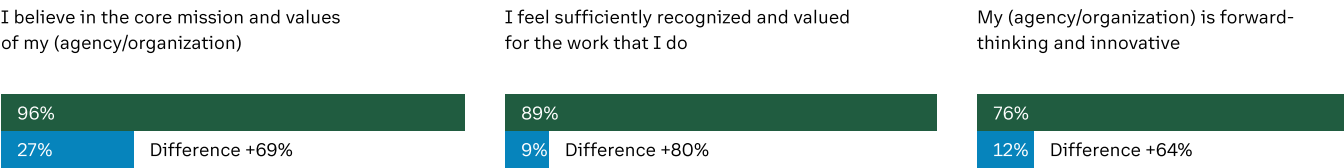
**Empowerment:** knowing what's most important with the latitude and having support to do it

● Engaged employees    ● Disengaged employees



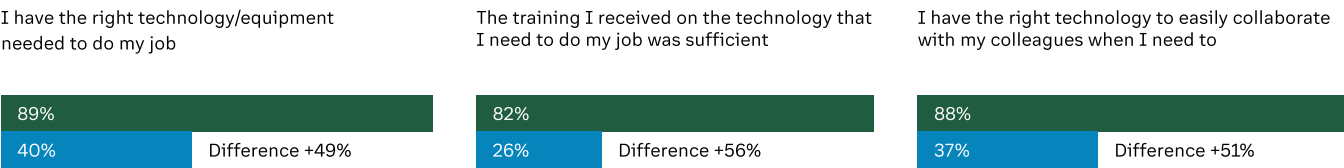
**Inspiration:** believing in the core mission and values and having a voice

● Engaged employees    ● Disengaged employees



**Enablement:** having the technology and resources to get important work done

● Engaged employees    ● Disengaged employees



Base: 206 engaged government employees (high engagement = 80-100 EX Index score) and 285 disengaged government employees (low engagement = 0-49 EX Index score)

Source: Forrester, Yes, Government EX Can Get Better! September 2020, Unauthorized reproduction, citation, or distribution prohibited.

**How does flexible scheduling and remote work options help an agency improve employee and customer experience?**

Giving employees the flexibility to determine when, where, and how to do their jobs improves EX in two key ways: First, it fulfills employees’ desire for autonomy. Second, it increases employee productivity. And both autonomy and productivity are key drivers of great EX. That’s one reason why national governments in places like New Zealand, the United Arab Emirates, the United States, and elsewhere are creating hybrid and remote work policies for beyond the pandemic. Some government organizations have excelled at flexible work for years. One-third of US Federal Trade Commission employees took advantage of alternative work schedules even before the pandemic.

**What role does integrated communications, mobile, and collaboration technology play in employee productivity?**

Whether they’re in the field or working from home, employees need technology that helps them be productive and stay in touch. That’s why having the technology to do their jobs and to collaborate with colleagues—and having the training to use this tech well—are top drivers of government EX. Unfortunately, few government departments succeed on these drivers, leaving employees feeling frustrated and unproductive. Some departments fail to deploy enough technologies, while others deploy too many tools and leave employees wondering what to use and when. The Italian National Institute of Statistics succeeded by deploying the right tools at the right time: Early in the pandemic, the Institute was able to move 1,500 users from the office to home in a few hours by deploying the communications and collaboration technologies that its workforce needed.

**How can agencies remove barriers—even regulatory barriers—as they transform?**



Grown in six years

Government employees want to do well for their organizations and customers. However, policy and procedure—even when designed to boost employee performance—often get in the way. Government executives who want to cut red tape for their employees and customers often say that their hands are tied by regulations. Our research shows that most supposed regulatory barriers are actually cultural barriers within an organization. Even when barriers really are regulatory, there’s hope. When the US State of Michigan set out to improve EX and CX, it removed over 3,000 administrative rules it identified as “unnecessary regulatory barriers” and saw its percentage of highly engaged employees grow from 40% to 53% in six years.

## What one question should agencies ask before they make any decision?

Before making any decision, government executives should ask: “How will this decision affect the employee and customer experience?” Making this question standard procedure can be transformative. It is easy for EX and CX to take a back seat in high-level decisions, and this question brings them back into the conversation by proxy. At first, the answer to this question will often be “we don’t know.” That’s a great sign that the organization needs more research before it reaches a conclusion. Over time, the organization will get better at having ready, accurate answers to questions before they get asked—and that’s a big sign that the department’s entire culture has become more focused on employees and customers.

### Conclusion:

To hear more from Rick Parrish, including best practices for deploying technology that meets the current and future needs of workers, watch the on-demand webinar [Delivering on your mission: 6 drivers of the employee experience](#) now.

---

Visit [ringcentral.com/solutions/enterprise-business](https://ringcentral.com/solutions/enterprise-business) or call 877-596-2939.



RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. [ringcentral.com](https://ringcentral.com)

© 2022 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.