Challenges of the public administration manager in remote working times

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One of the issues that challenged the Public Administration bodies is the performance of distance work and as managers they have been leading their teams in this modality that is becoming more and more common among government employee. Although remote work is not new, in the public sphere, this type of work increased significantly in 2020, since the beginning of the COVID-19 pandemic, surprising many managers who were not prepared for the changes. Therefore, this report aims to analyze the perception of managers regarding the practices applied in the management of activities and their impressions on the performance of servers in remote work. To this end, a case study was carried out at the Nuclear Engineering Institute, of the Research and Development Directorate of the National Nuclear Energy Commission, with 24 civil servants who perform leadership functions (managers), working in the technical and administrative areas that since March 2020, when the health crisis in the country was decreed, adopting composite work (in person and remote) for its workforce, aiming to guarantee the delivery of services to society. The quantitative/qualitative research carried out was of an exploratory nature, developed with a case study [1] with the civil servants who occupy leadership and management positions in the Institution. The tool used for data collection was a questionnaire prepared at Google and made available digitally, containing ten statements in which it considers aspects aimed at the institution and the manager's perception of the distance work in the team he coordinates. The answers followed an agreement scale, a Likert scale [2] with five classifications. With the help of the Statiscal Package for the Social Sciences (SPSS) software [3] developed by IBM, the statistical and theoretical consistency of the measurement instruments were tested. Descriptive statistics enabled the quantitative analysis of the data, verifying the information on the behavioral dynamics of the organ and the government employees in the execution of the remote work. The global analysis of the indices obtained in the options "partially agree" 27.6% and "completely agree" 40.9%, indicate a high level of adaptation of government employee to remote work, indicating that the institution has implemented this type of work satisfactorily, considering the available structure suitable for execution. The success is attributed in large part to one of the greatest facilities found by the administration in the application of remote work, that is, the high level of access to information technologies, such as the use of the SEI and other structuring systems that government employees they can execute remotely to guarantee the processing of the processes (SIAFI, SIASG, SIGAC, Comprasnet, SCDP, etc.). It stood out as the greatest opportunity for improvement, which is up to the institutional administration to observe, the need to intensify the training of its employees to perform remote work. In the view of managers, remote work or Home Office has been shown to be effective, the servers demonstrate commitment in the assigned activities, and the modality guarantees the fulfillment of the institutional mission with society.

References

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[3] IBM – Statiscal Package for the Social Sciences (SPSS). versão 20 *software.* disponível em https://spssdownload.com/spss-20-free-download