CHALLENGES OF PUBLIC SERVANTS IN THE TIME OF PANDEMIC

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COVID 19 Pandemic has changed the course of life. It has altered it from the emotional, social, economic, and even spiritual aspects of human existence. The everyday activities in the past are no longer normal at present. The “new normal” is the inverse of what was usual. It complies with the strict provisions of health protocols implemented in different communities. The gravity of health standards made individuals cautious, preventive, and vigilant. This scenario challenges public servants in government agencies. These are to provide the best services for the public with genuine motivation and to exercise integrity despite the new work arrangement.

Public servants are challenged to provide the best services despite health treats. R.A. 6713 stipulates that working in the government has to offer the best services to the public regardless of any situation. It is because they are not just mere clients but also the real beneficiaries of the services. The new situation does not absolve public employees to perform the mandate. It does not excuse them to neglect their needs. Much more, they need to be given the best services that the government agencies have to provide. It can be done through the quality, efficiency, and urgency of work (Sable, 2015).

Public servants are challenged to serve the public with genuine motivation. Selfless service is to have a pure motivation. It is a kind of service that is not waiting for anything in return. The salary received from the government is more than enough to live a decent and comfortable life. The pandemic has become a point of reflection for public servants to evaluate their work motivation. It is a fact that among any institutions, the government-run organization is the most stable. However, this does not mean that this bridges genuine motivation. The mindset has to be reevaluated. Because public service is not
about the security of tenure, it is about service to the country through clerical works. Thus, whether there is no pandemic, the drive to serve in the public agency must be pursued because it is the way to serve one’s country.

Public servants are challenged to exercise integrity despite the new work arrangement. In most affected places, only skeletal force is present. Most of the employees are working at home. It is a common mistake that works at home is time to relax and to do house chores. The work arrangement is designed to ensure that work continues despite the situation. Thus, if employees are recommended to work at home, they have to be available to what the office will be assigned to them. The pandemic does not excuse public servants to perform their job. Nonetheless, this is an opportunity for them to exercise their integrity and honesty. Even though they are at home, they can still perform their mandated duties and responsibilities as public employees (Marvel, 2015).

Working in the government is not a promised land. It is not an option to live a comfortable and secure life. Public service is a selfless giving of oneself through work talents and skills (Bertucci, 2000). The pandemic has changed everything, but it does not alter the mandated responsibilities and duties of the public servants. Likewise, their commitment and loyalty to their work remain steadfast and firm. It is because becoming a civil servant is not a right but a privilege given to few. Not all Filipinos are allowed to serve others through one’s talents and skills. Thus, a public employee is to become a faithful servant for one’s country.

References: