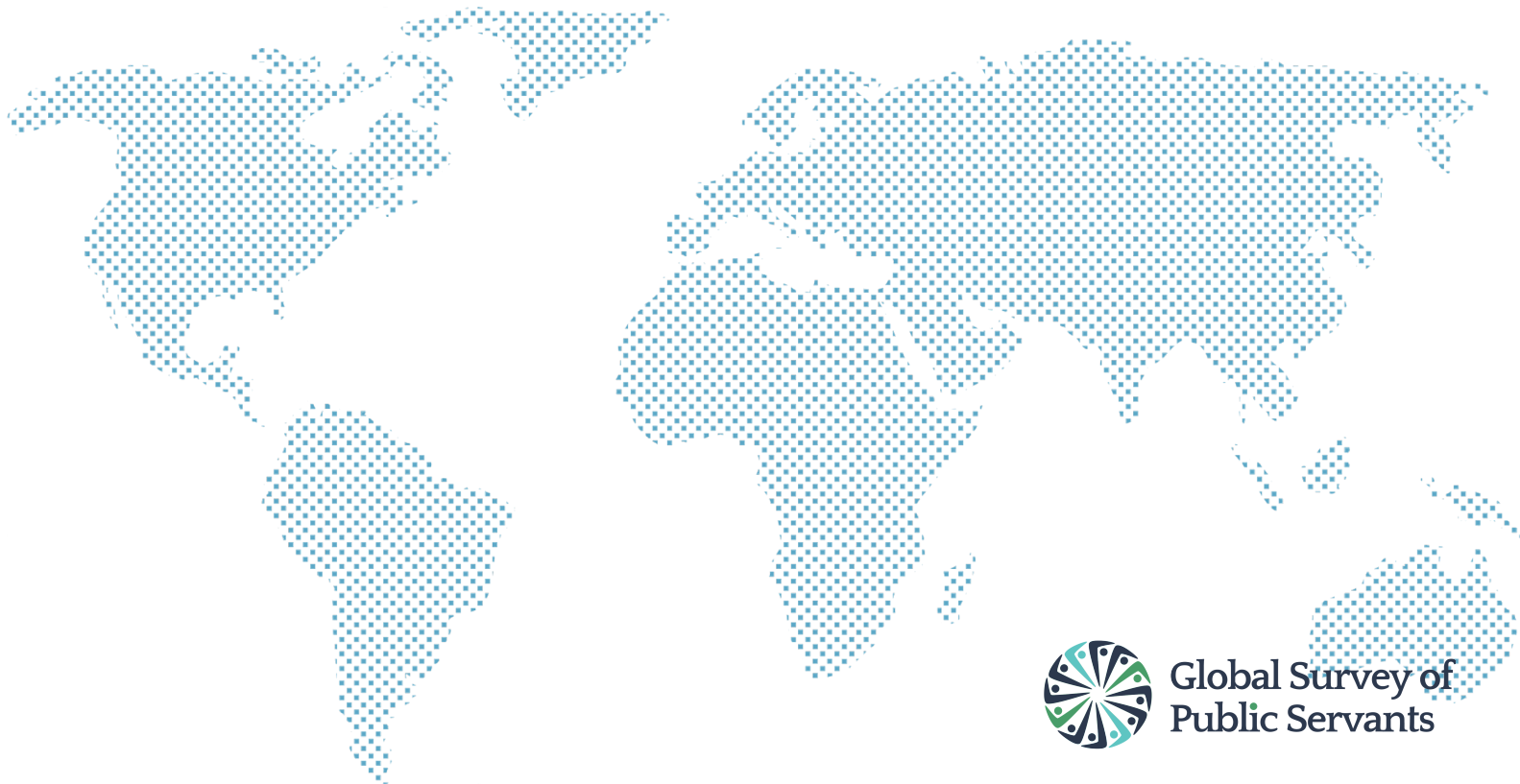


THE GLOBAL SURVEY OF PUBLIC SERVANTS

Time Use Module



**Global Survey of
Public Servants**

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Global Survey of Public Servants

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SUMMARY OF THE TIME USE MODULE

The Global Survey of Public Servants (GSPS) is an initiative to generate survey data from public servants in government institutions around the world. **The aim of the initiative is to increase the volume, quality and coherence of survey data on public administration.**

Understanding the motivations, behaviors, organizational environments and management practices of public servants through surveys is central to (1) better understand how public services and states around the world work; and, (2) help governments manage public services better. Further details, such as our approach, conceptual framework and other resources are available at www.globalsurveyofpublicservants.org.

The purpose of this document is to provide government counterparts, researchers and other stakeholders with a Time Use module that is not part of the GSPS common module to support and supplement their survey of public servants. Empirical evidence on how to effectively measure public official's time use, what determines their allocation decisions, and how this feeds into their productivity is scarce. Random testing of alternative measures of bureaucratic time use by varying recall period, enumeration methodology and the degree of task detail in recall surveys suggests the relative inaccuracy of requesting task detail and the survey time and data entry costs of using graphical methods. Measuring time use in the public administration precisely rests on the resolution of a tension between the relatively high level of education of public officials and the homogeneity, but varying intensity, of their tasks. Further details on how the structure of time use matters for service delivery outcomes can be found here: Kalaj, J., Rogger, D., & Somani, R. (2020). Bureaucrat Time-Use and Productivity: Evidence from a Survey Experiment. Working Paper.

By providing this additional module, GSPS hopes to provide both actionable evidence to governments for management improvements and scholarly evidence to further our understanding of how public services work.

The GSPS team are keen to promote the adoption of the other modules in surveys of government officials and stand ready to provide advice on implementation. We are also keen to receive anonymized versions of this module's data to share with the global community and are happy to facilitate the sharing of survey data and resources across teams. For further information, please contact the GSPS team at info@globalsurveyofpublicservants.org.

Enumerator states: I would like to ask you some questions about your day-to-day activities and how you allocate your time at the workplace.

TU. Time Use

TU.1	What is the actual number of hours you work in the civil service in a typical week? If the respondent requires help, ask the actual number of hours worked in a typical day, and confirm, ‘so this would mean x hours per week?’	Answer must lie between 0 and 80 900=Don’t know, 998=Refused to answer. If answer is between 0 and 10 or above 50
TU.2	Can I just confirm, that would mean you work [‘Answer to 4.1Q1/5’] hours a day. Is that correct?	01 = Yes 02 = No (back to TU.1)

DIFFERENT OPTIONS FOR ASKING ABOUT TIME USE:

OPTION 1: Direct questioning (short; week)

TU.3.1	Out of those <answer from Q1> hours in a week, how many hours do you spend on the following activities:	Number of hours spent on activity
(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service (e.g. clients)	
(d)	Travelling for work	
(e)	Interacting with frontline workers	
(f)	Without work to do/waiting for others to input	

OPTION 2: Direct questioning (long; week)

TU.3.2	Out of those <answer from Q1> hours, how many hours do you spend on the following activities:	Number of hours spent on activity
(a)	Meetings with your direct supervisor	
(b)	Meetings with case team members and change army team members	
(c)	Organization level meetings (with all staff)	
(d)	Awareness raising meetings on policies, strategies, and others	
(e)	Other meetings	
(f)	Interacting with clients outside of government (e.g. users)	
(g)	Activities and meetings outside of your mission	
(h)	Sending and responding to emails or making phone calls	
(i)	Travelling for work/field visits	
(j)	Personal time (Breaks, down time, coffee, rests, internet browsing)	
(k)	Administrative duties (e.g. preparing a budget)	
(l)	Preparing work plans / planning / capacity building	

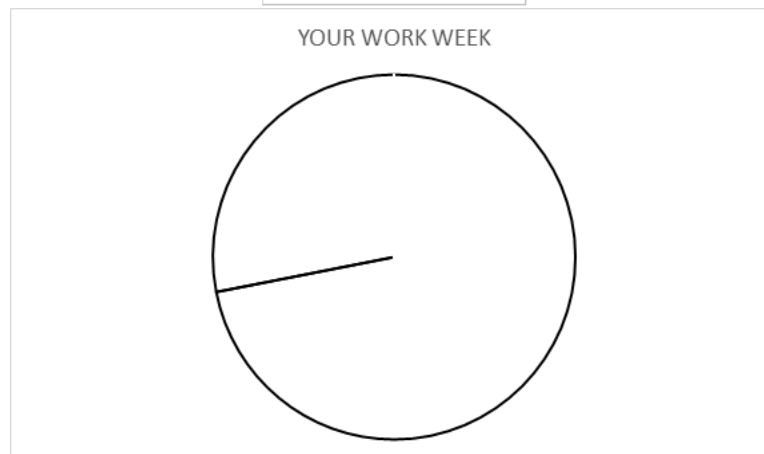
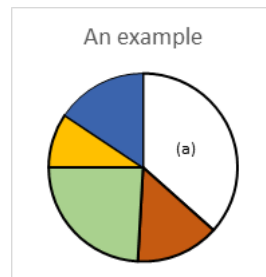
(m)	Evaluations or appraisals (staff or activities)	
(n)	Without any work to do/waiting for others to input	

OPTION 3: Direct questioning (short; month)

Q3.3	Of the roughly <[answer from Q1*4.38(number of weeks in a month)] rounded to nearest 10 hours> in a typical month, what proportion of time do you spend on the following activities:	Proportion of hours spent on activity
(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service	
(d)	Travelling for work	
(e)	Without work to do/waiting for others to input	

OPTION 4: Graphical method

NOTE TO ENUMERATOR: Provide respondent with ‘Your Work Week’ form and read the following: “In the following exercise, we want to understand how you use your time in a typical week. **Please draw in lines to represent the proportion of time you spend on the following activities:** (a) Meetings within the service; (b) Working alone/on administration; (c) Interfacing with people outside of the civil service; (d) Travelling for work; (e) Without work to do/waiting for others to input”



OPTION 5: Time Use Diary

INTRODUCTION

This part of the survey will be self-administered over the next five working days. The goal of these questions is to understand how you use your time over a typical work week.

Once again, we would like to remind you that this survey is being undertaken in the strictest confidence. In particular:

- a. This study is being undertaken by independent researchers who will keep your answers completely secure; and,
- b. No one outside of the research team will be able to associate the individual answers you provide with you, so please feel free to answer honestly.

UNDERSTANDING YOUR TIME USE

In the following exercise, we want to understand how you use your time over a typical week. You will see five types of activity. **For the next five working days, we would like you to estimate the number of hours you spend on each of the five activities per day.** In one week, an enumerator will come to your office to collect your completed form.

WORKING DAY 1		
	TODAY, how many hours did you spend on the following activities:	Number of hours spent on activity
(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service	
(d)	Travelling for work	
(e)	Without work to do	

WORKING DAY 2		
	TODAY, how many hours did you spend on the following activities:	Number of hours spent on activity
(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service	
(d)	Travelling for work	
(e)	Without work to do	

WORKING DAY 3		
	TODAY, how many hours did you spend on the following activities:	Number of hours spent on activity

(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service	
(d)	Travelling for work	
(e)	Without work to do	

WORKING DAY 4

	TODAY, how many hours did you spend on the following activities:	Number of hours spent on activity
(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service	
(d)	Travelling for work	
(e)	Without work to do	

WORKING DAY 5

	TODAY, how many hours did you spend on the following activities:	Number of hours spent on activity
(a)	Meetings within the service	
(b)	Working alone/on administration	
(c)	Interfacing with people outside of the civil service	
(d)	Travelling for work	
(e)	Without work to do	

FOR ENUMERATOR TO FILL IN:

(i)	Ministry or agency name:	
(ii)	Respondent ID (ask supervisor):	
(iii)	Interviewer ID:	
(iv)	Date of interview:	Write date in the format DD/MM/YY.
(v)	Time interview started:	Write time in 24 hour format.

MEET. Meetings (employees only)

MEET.1	In what proportion of the meetings you attend would you say the following are true?	Answer must lie between 0 and 100% 900=Don't know, 998=Refused to answer.
(a)	The meeting sticks to the agreed agenda	
(b)	An accurate record of the meeting is subsequently prepared	
(c)	The meeting achieves its goals in the minimum amount of time	
(d)	The meeting is of substantive use to your daily tasks	

ADH. Ad Hoc Tasks (employees only)

ADH.1	What percentage of your time is used for ad hoc tasks that are not part of your main job?	Answer must lie between 0 and 100% 900=Don't know, 998=Refused to answer.
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