

How has COVID advanced strategic digital workspaces and places

Mr Krish Chetty

Digital Local Government Annual Symposium

7 September 2021

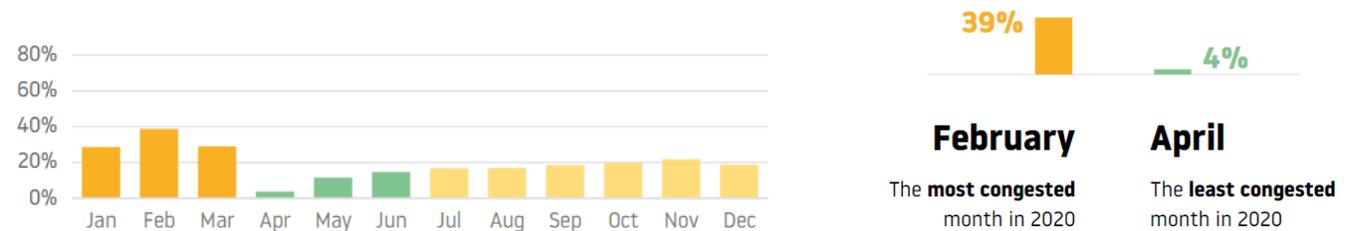
Traffic in Cape Town

Source: TomTom Traffic Index 2020



CONGESTION LEVELS MONTH BY MONTH

How was the average congestion level changing in 2020?



TIME LOST IN RUSH HOUR - PER YEAR

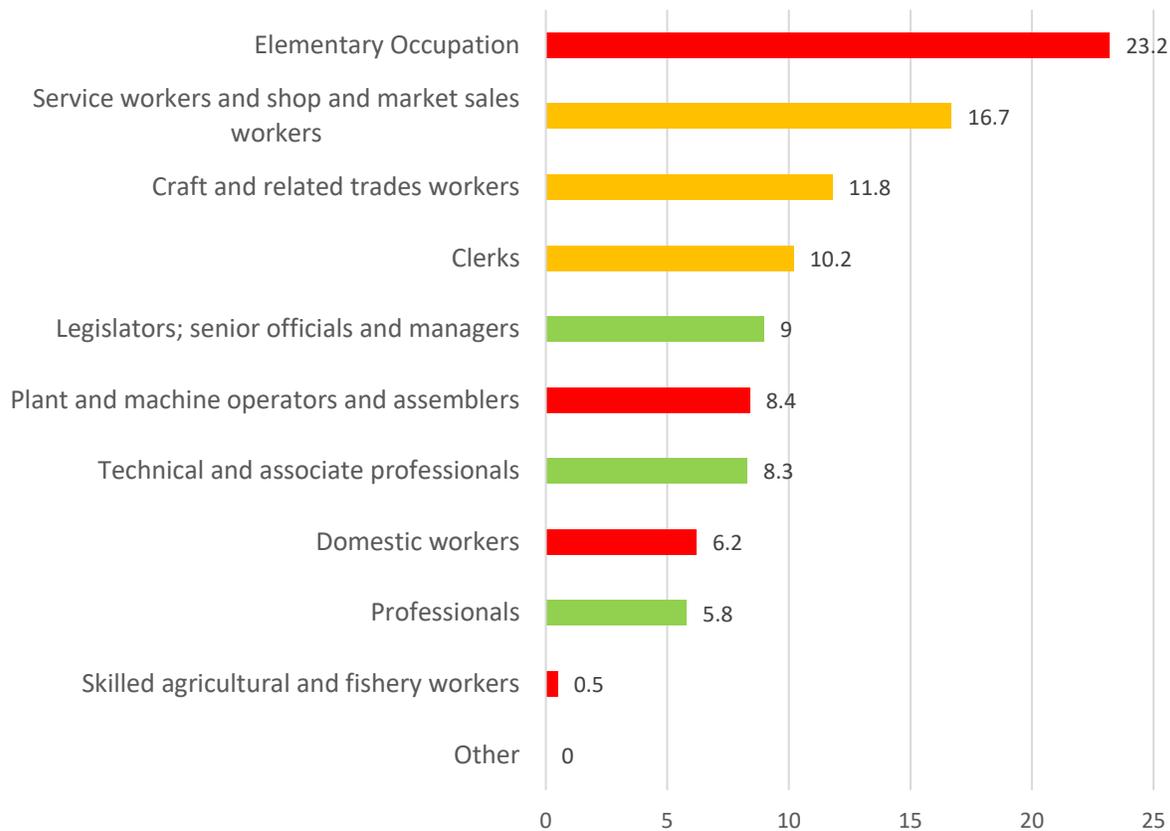
103 hours = 4 days, 7 hours

↓ **2 days, 3 hours** less than last year

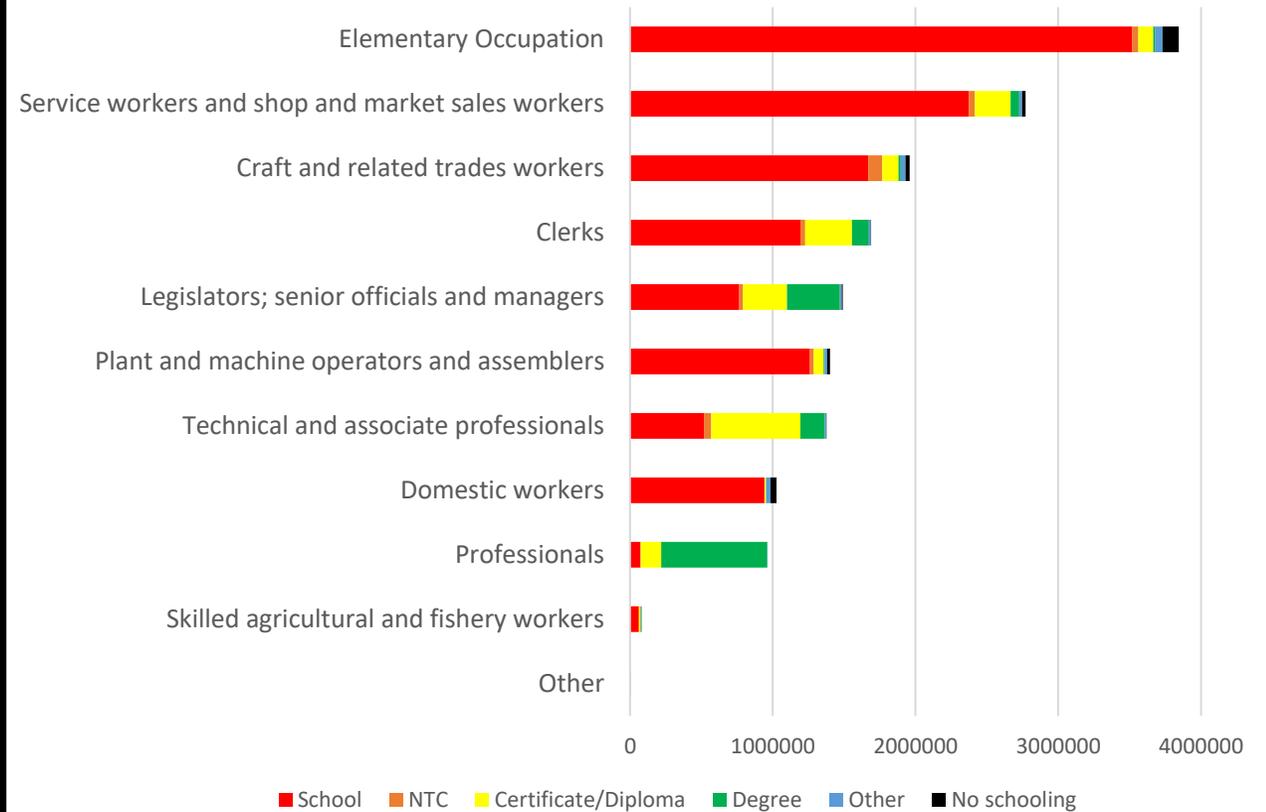
SA's Labour Force

An Unequal Opportunity to Work from Anywhere

Labour Force by Main Occupation (Grouped)

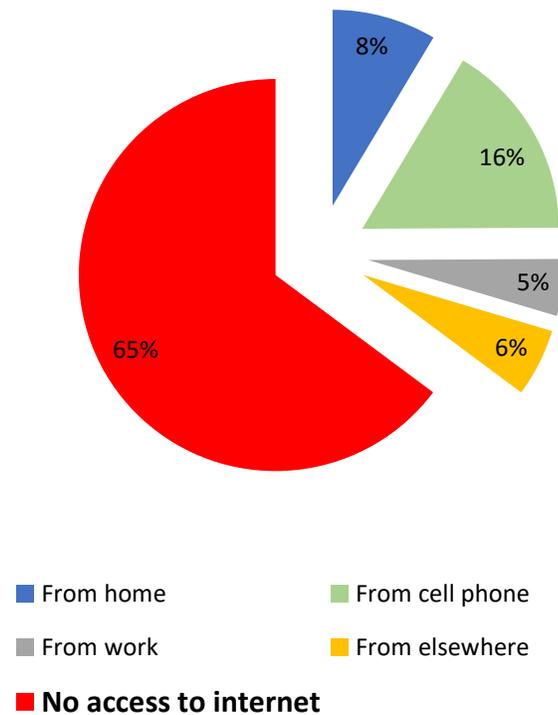


Labour Force by Main Occupation (Grouped) & Highest Edu Level

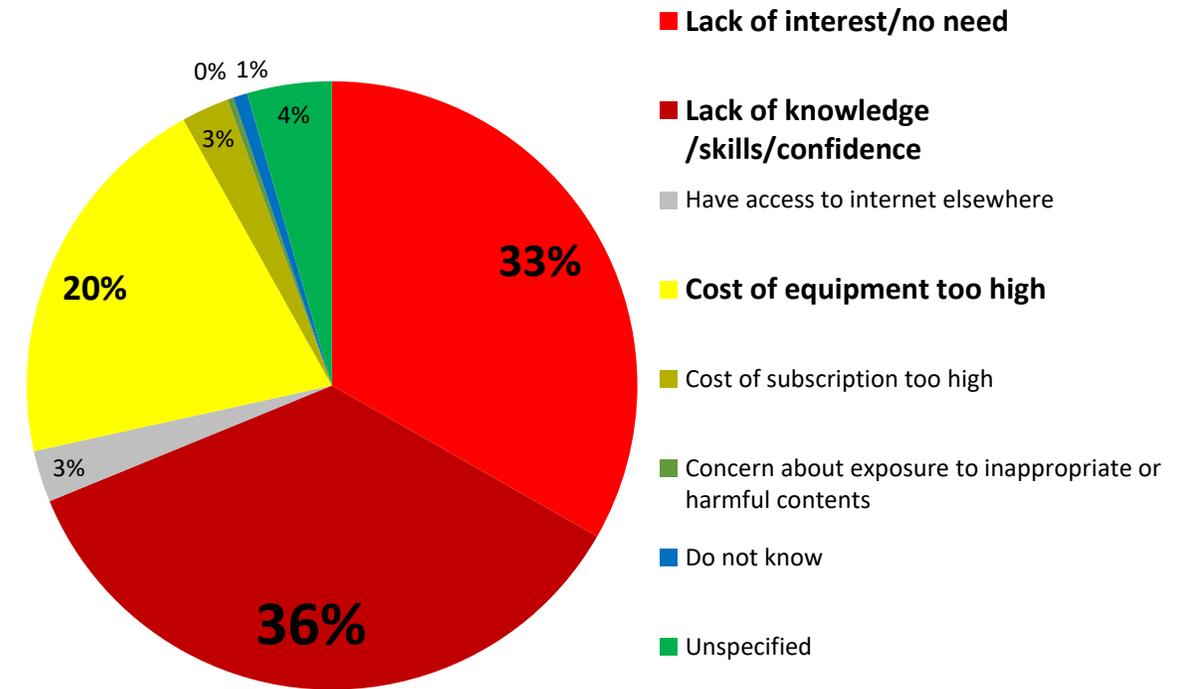


Internet Access in South Africa

Household Access to the Internet

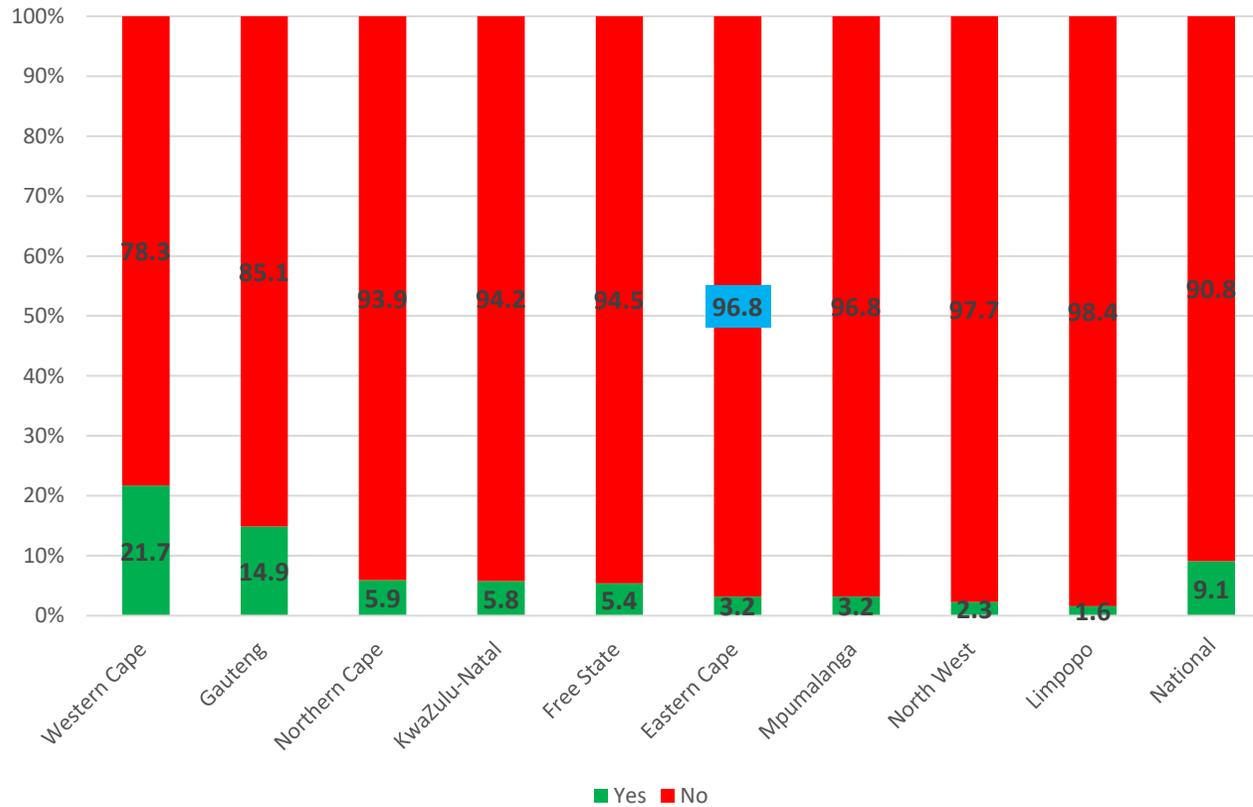


Reasons for not having internet access at home

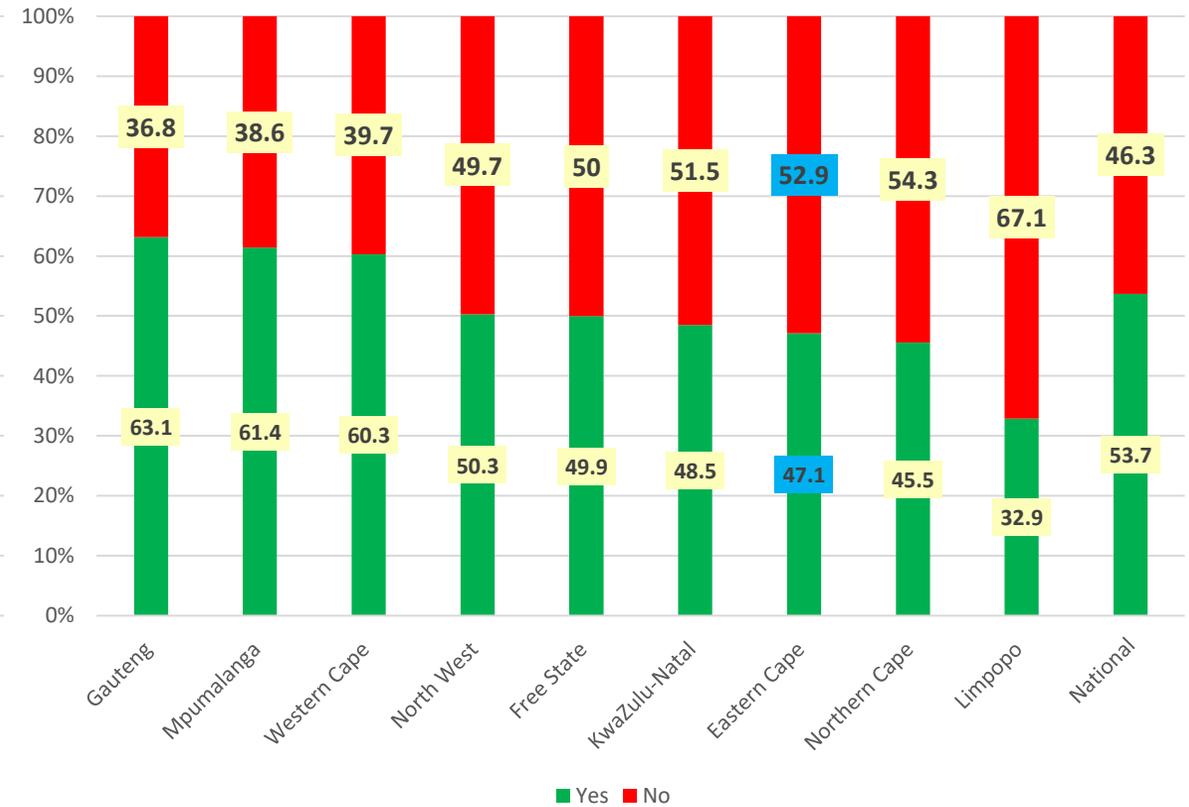


Who has Internet Access?

Physical Internet connection in the household (GHS 2019)

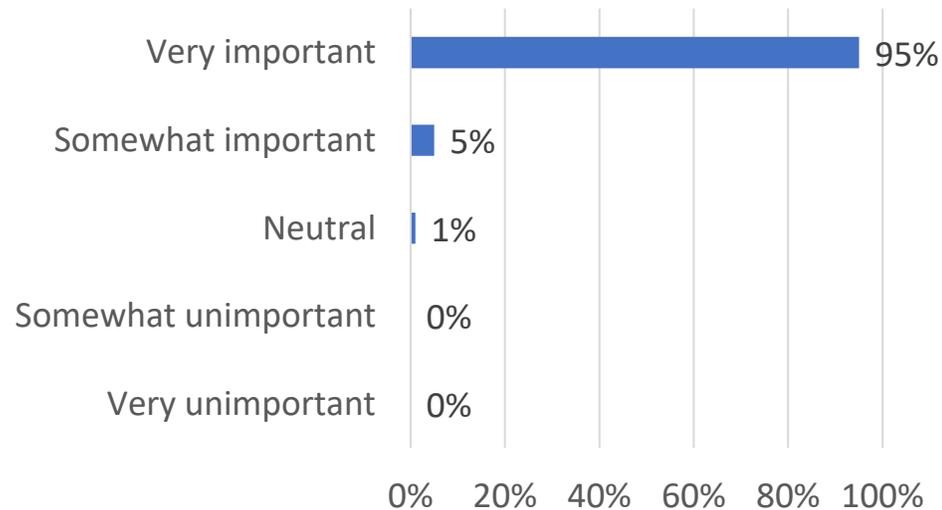


Internet access via a mobile cellular telephone (GHS 2019)



Digital Transformation enables Remote Work

How important is digital transformation?



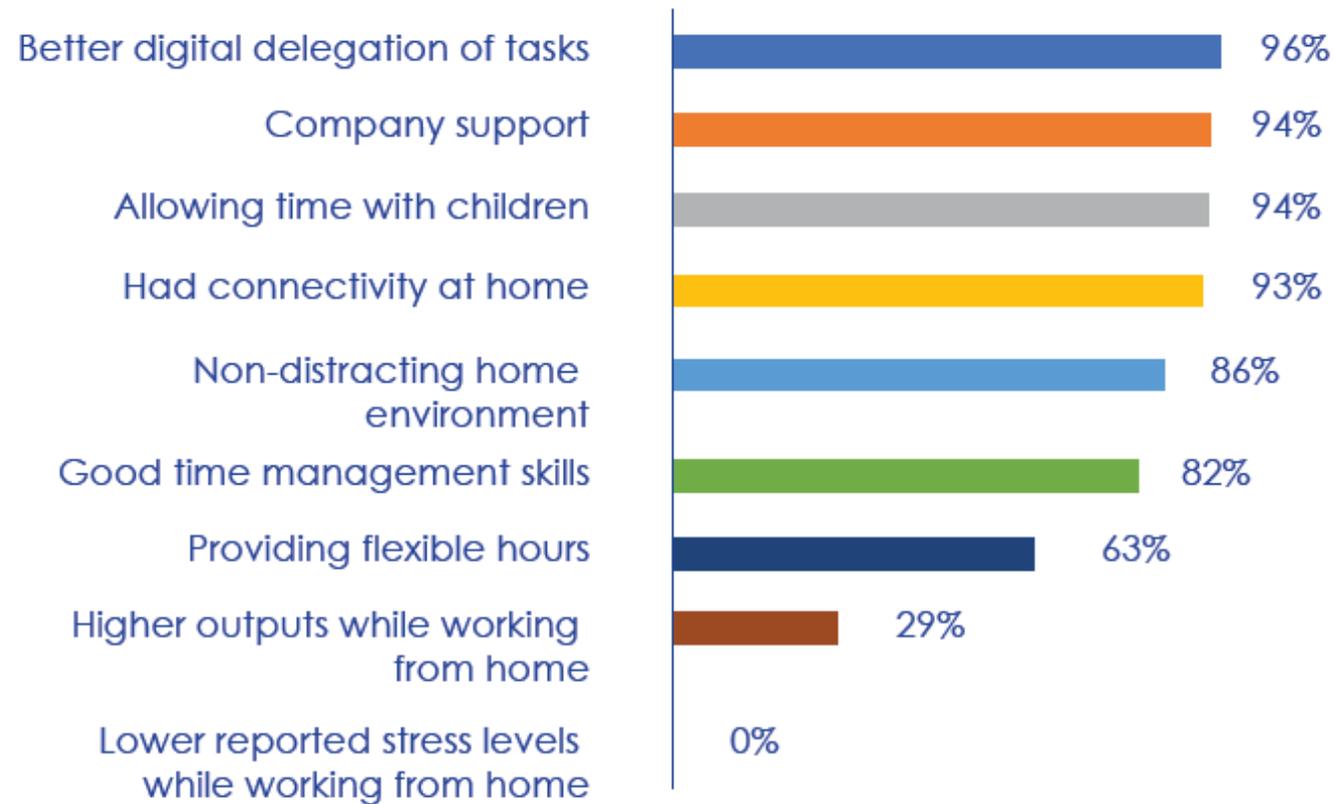
Source: World Wide Worx for Cisco Systems, 2020

- Only 37% of Companies rolled out a digital transformation strategy
- Pre-Covid-19
 - 57% of Companies issued laptops for remote work to a quarter of their staff
 - 25% of Companies issued laptops for remote work to half of their staff
- Stress
 - No company believed remote work reduced work stress
 - Workers are more stressed if they experience connectivity challenges
- Digitally transformed businesses reported a **70% increase in productivity**

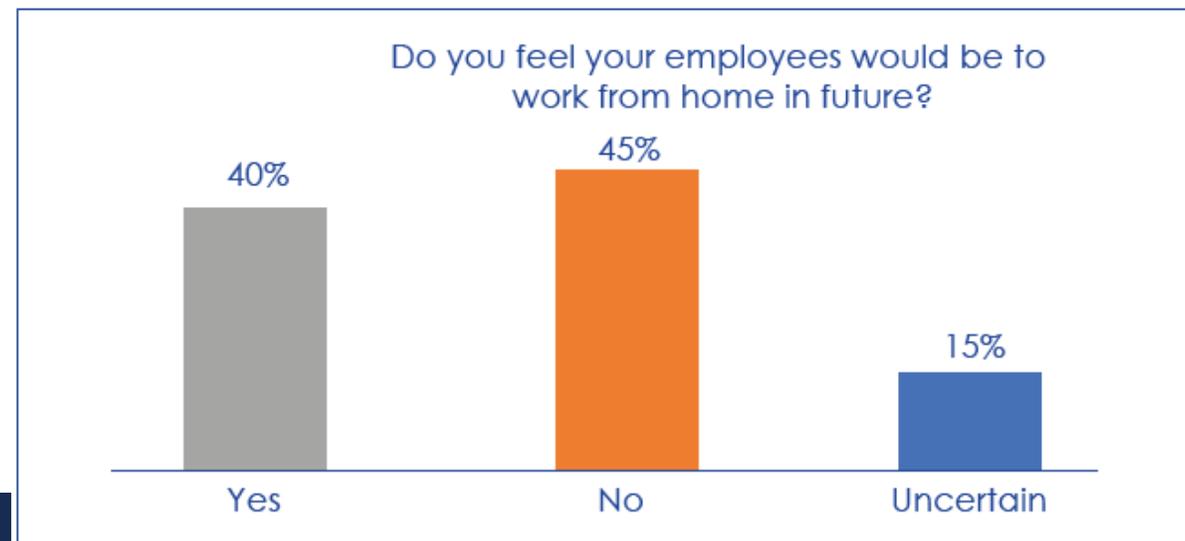
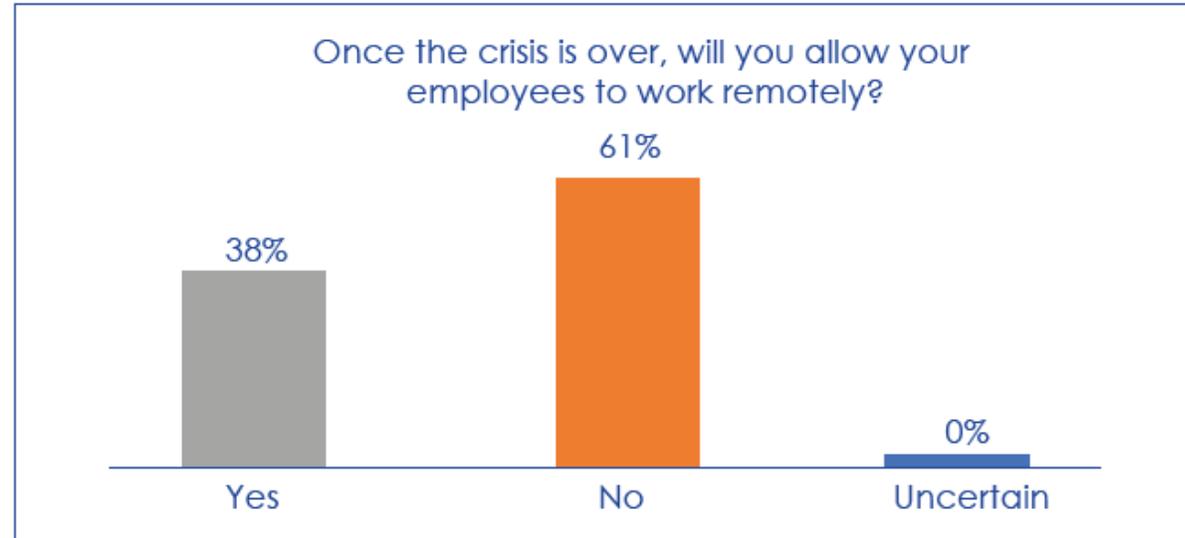
Remote Work - Critical Success Factors

Source: World Wide Worx & CISCO

Success factors and benefits of remote working



Post COVID-19



Employer's Concerns

Concern	Solution
Communication, brainstorming, problem solving	<ul style="list-style-type: none">• Embrace video conferencing• Consider asynchronous messaging platforms.• Use shared documents and open whiteboards in meetings
Knowledge sharing	<ul style="list-style-type: none">• Develop a handbook that guides staff how to conduct workplace processes.• Need to externalise (write down) as much as possible
Socialisation, camaraderie & mentoring	<ul style="list-style-type: none">• Need to integrate virtual “water-cooler” conversations – accessible online social spaces.
Performance evaluation and compensation	<ul style="list-style-type: none">• Evaluation based on quality of output.• Recommend not adopting surveillance software to promote workplace trust.
Data security and regulation	<ul style="list-style-type: none">• Greater reliance on VPN controls• We need to revise work policies on data sharing



Transforming the informal sector

- Build digital skills
- Develop an online presence
- Promote local eCommerce platforms
- Promote Payment Technology adoption



Developing an online presence

The screenshot shows a WordPress article page. The main heading is "How to Make a WordPress Website: Step-by-Step Guide for Beginners". Below the heading, it says "LAST UPDATED: JUNE 17, 2021 · POSTED IN: RESOURCES, WORDPRESS TUTORIALS · 9 COMMENTS". The article content area has a blue background with the text "How to Make a Website" and "DIY in 8 steps and on a budget". To the right of the content is a white sidebar with the WordPress logo and the word "TUTORIALS" in colorful letters. Below the logo, there is a profile for "By KAROL K", a Themeisle Contributor with 25 posts. The bio describes Karol K as a head content crafter and WordPress figure-outer, author of "WordPress Complete", and a professional yerba mate drinker. There are social sharing buttons for "Share", "Tweet", and "Subscribe". At the bottom of the sidebar, there is a "Special Hosting Offer | \$2.75/m". A footer note at the bottom of the article states: "Themeisle content is free. When you purchase through referral links on our site, we earn a commission. [Learn More](#)".

- Basic web development is not difficult
- Need internet access and basic skills
- Be visible and accessible online
- Set your location on Google Maps
- Promotes your business credibility
- Allows you to compete
- Reflects your quality of service

Promote Local Ecommerce



Vuleka is an app that spaza shop owners can use to place orders for fast moving consumer goods that they sell. Photo: Facebook

Vuleka app created for spaza shop owners

By [Dhivana Rajgopaul](#) Oct 19, 2018

[f](#) [t](#) [p](#) [w](#) [m](#) [in](#)

DURBAN – Vuleka is an app that spaza shop owners can use to place orders for fast moving consumer goods that they sell.

Vuleka collects the different orders of the different goods, allowing for a combination of bulk purchases.

- Vuleka model supports online sales of community spaza shops
- Reduces business downtime
- Shops purchase goods in bulk – make savings

Promote Payment Technology



- Need to onboard offline community
- Need to promote financial literacy
- Need to make accessible and cost effective financial wallet to promote financial inclusion.
- Adoption of payments helps informal sector transition to formal

Remote work – Eastern Cape Opportunity

Homebuyer Interest in Rural Areas Rises, With Prices Up 11% in July

REDFIN

There's more den
neighborhoods t
preferences. Still,

House prices rise as Covid sparks rural relocation

By Kevin Peachey
Personal finance correspondent

18 November 2020 | Comments

These inland towns in South Africa are attracting interest from home buyers

Staff Writer 13 December 2020



Cape Town and Western Cape in partnership with Airbnb launch campaign to attract remote workers. Picture: Taryn Elliott/Pexels

Western Cape's new campaign is making remote working and exploring easy for South Africans

By Travel Reporter 4 Mar 2021



The Western Cape Government and Wesgro, in partnership with Airbnb, launched a new campaign to promote remote working.

The Western Cape is ideal for remote working – whether you want to have a meeting on the mountain, a dip in the ocean during screen breaks or spending the day working from wine farms and quaint towns.

- Reverse migration has become more prevalent internationally
 - Remote work allows the formal sector to move to rural areas
 - Decentralising the economic centres
 - Vacation hotspots are attractive to local and international professionals
 - Requires the availability of supporting services such as broadband

Conclusions

- Digital transformation is essential
 - How do we promote transformation among small and informal businesses?
- Productivity and Wellbeing may improve
 - Flexibility may improve the Work Life Balance, if managed well
- Must recognise jobs at risk
 - Job transitioning strategies are needed to accommodate vulnerable workers

Thank you

Krish Chetty – Chief Researcher

HSRC - Inclusive Economic Development

kchetty@hsrc.ac.za