

# Managing demand and productivity

**Freddy Farias Arias**

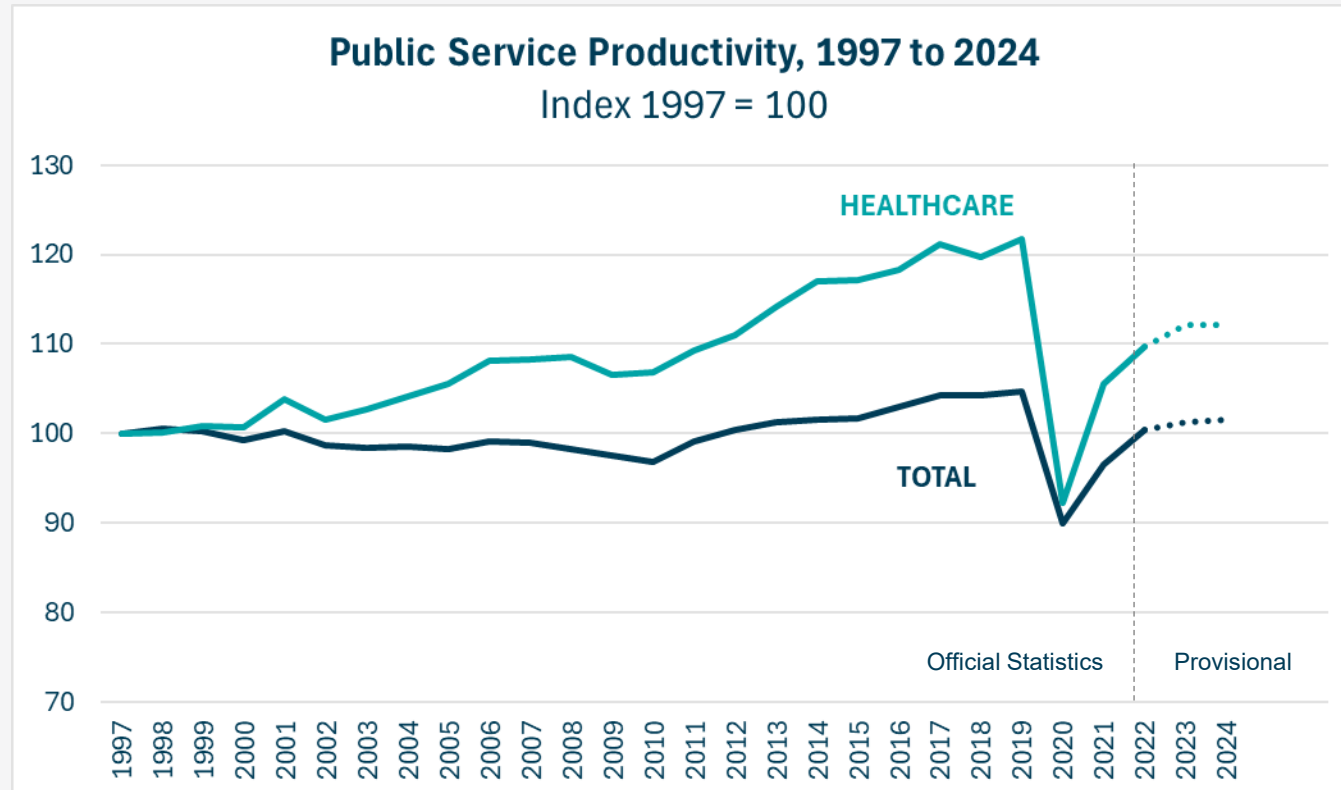
Public Service Productivity

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# Headline productivity estimates



Service area	% Change 2019 to 2022
Social Security Administration	16.2%
Adult Social Care	4.1%
Tax Administration	-3.3%
Children's social care	-5.0%
Education	-5.1%
Healthcare	-9.9%
Public Order & Safety	-11.5%
<b>Total</b>	<b>-4.1%</b>

# Management challenges

- Public service management practices (excluding Education) **compare favourably** against management in the market sector
- However, over half of managers report **understaffing** and pressures of **ad-hoc requests** impacting their ability to get work done on time
- **Lack of digital/technical skills** a less common hindrance

