

Our research shows senior leaders can't pull together to overcome transformation challenges



Even though most of the public sector is aware of the key challenges facing their organizations, our new State of the Digital Nation research shows that leadership are **unable** to form a coherent set of priorities, and are in many cases the dominant source of resistance to change.

32%

of organizations report their leadership is resistant to digital transformation – and to change in general

This rises as high as

46%

in Sweden (which is also the region which struggles most with planning for change)



Different lines of business struggle to agree when it comes to picking battles. When asked what they would prioritise if they could start processes from scratch:

- ✓ Finance wants to focus on predictive analytics **(29%)**
- ✓ HR on better oversight of expenditure, income and budget **(33%)**
- ✓ IT on the ability to share and connect data **(29%)**

And as these numbers suggest, it's difficult to find agreement on priorities even within lines of business.

IT remains the least confident in each of these areas of their organization's capacity to deliver projects on time, on budget, and with sufficient levels of data interoperability. Which makes sense, as they're the ones who actually have to do the heavy lifting and have the greatest experience of success and failure in digital change projects. This may also explain why they're most preoccupied with data compatibility – they're the ones who're under pressure to plug the gap.



Ready to learn more?

For a full breakdown of how leadership's conflicting priorities are hampering transformation efforts in the public sector, check out [this article](#) or read our full 2023 [State of the Digital Nation report](#).

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