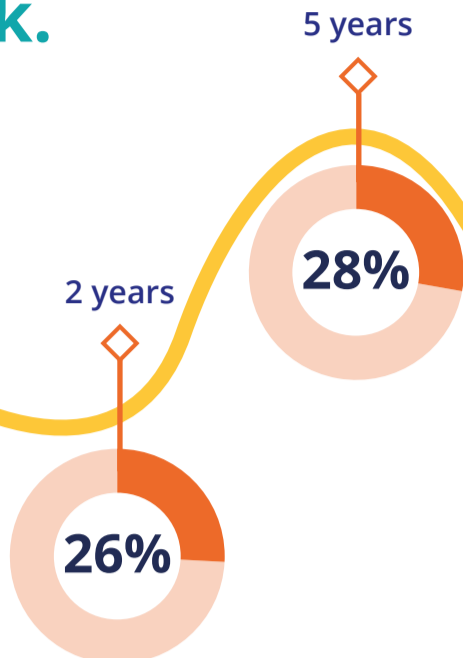# PEGA

The future of work

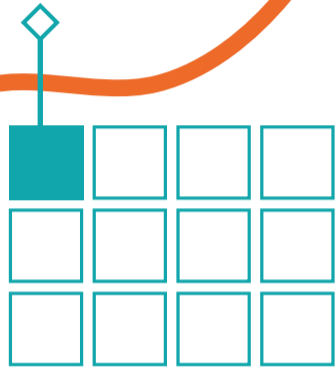## New perspectives in a time of disruption

Economic, societal, and technological disruption are changing the way we live and work.

More than a quarter of respondents expect **big changes** in the way we work over the next five years.

2 years
26%

5 years
28%

61% say employees are **demanding better technology**.

COVID-19 is super charging digital transformation agendas.

Only 8% **felt very well prepared** to deal with COVID-19.

77% say preparing for a future crisis is a **high priority**.

Top three technologies businesses in Japan will **invest in**:

- AI
- Video conferencing
- Cloud

It's time to refocus and harness the power of intelligent automation.

62% agree that intelligent automation **increases customer satisfaction**.

58% agree that intelligent automation **reduces stress in the workplace**.

37% agree that intelligent automation will **save 10+ hours per employee, per week** over the next two years.

What will employees do with the extra time?

10 HOURS

1. Learn to work alongside intelligent machines
2. Do more creative activities
3. Do more analysis and critical thinking

IT will empower – not constrain employees.

69% agree **IT is the driving force** behind using technology to change the way we work.

71% think IT should provide platforms and systems that **allow employees to build and implement their own technology solutions**.

This is the future of work.

Get the report

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