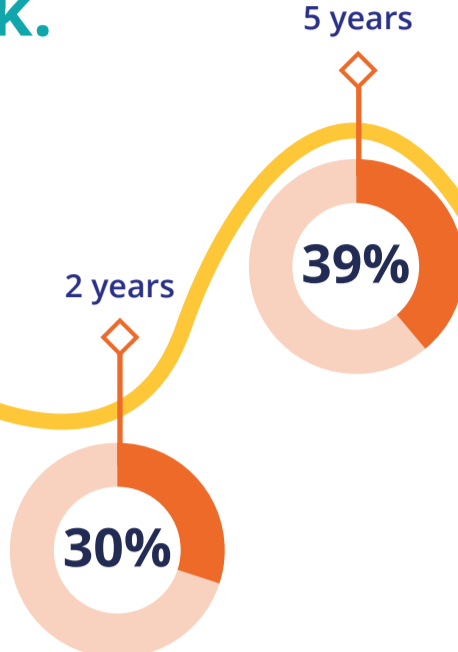**PEGA**

The future of work

New perspectives in a time of disruption

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

39% of respondents expect **big changes** in the way we work over the next five years.

5 years
39%

2 years
30%

73% say employees are **demanding better technology**.

COVID-19 is super charging digital transformation agendas.

Only 17% felt very well prepared to deal with COVID-19.

81% say preparing for a future crisis is a **high priority**.

Top three technologies businesses in the Public Sector will **invest in**:

- **Video conferencing**
- **Cloud**
- **Collaboration software**

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

55% agree that intelligent automation **increases customer satisfaction**.

52% agree that intelligent automation **reduces stress in the workplace**.

49% 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?

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

IT will empower – not constrain employees.

58% agree **IT is the driving force** behind using technology to change the way we work.

70% think IT should provide platforms and systems that **allow employees to build and implement their own technology solutions.**

This is the future of work.

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