

Workplace 2025: Public Sector

How are business and technology leaders in the public sector laying the foundations for the future digital workplace?

A REVOLUTION IS COMING TO THE WORKPLACE

The public sector faces a major challenge in reinventing the workplace environment to meet the rapidly changing demands of the business and employees. By 2025, millennials will represent more than 50% of the workforce, and will redefine corporate culture around flexible working, a more open approach to collaboration, and a focus on data as the lifeblood of the business.

To better understand how organizations are preparing for these future changes, PAC partnered with Fujitsu to interview 1,278 senior decision makers at commercial and public sector organizations in Europe, ANZ and the US. This report highlights key findings from the **public sector** section of the study¹ and provides insight into how CXOs in the sector are planning to bridge the gap between their current workplace environment and a strategy that will support the demands of the business in 2025.

TODAY'S WORKPLACE IS FALLING SHORT

Public sector organizations admit that their current workplace approach is failing to deliver, and in many areas, it is technology that is proving to be a barrier to productivity. As much as **81%** of participants in the study admit that current working hours and practices are not flexible enough, while **79%** view high staff attrition levels as a challenge to productivity. For many, their current workplace technology is slowing their workforce down. Some **85%** view interoperability with outdated technology as a barrier while more than half (**52%**) state that their current approach to cybersecurity has a negative impact on productivity.



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¹ The public sector survey is based on CATI responses from senior decision-makers at 269 large and medium-sized organizations, with respondents split equally between business and IT leaders.

LAYING THE FOUNDATIONS FOR THE FUTURE

Public sector organizations are responding to current workplace challenges and preparing for the future by making some important changes to processes, policies and technology. One of the biggest challenges for public sector organizations is to move at the same speed as other sectors in harnessing the benefits of new technology to attract and retain younger workers. The sector has the largest proportion of participants that are looking to create more consumer-like experience in the workplace (**53%**), and it has a higher proportion of organizations that are planning short-term investment in social enterprise platforms (**68%**) in order to enhance internal collaboration.

Public sector agencies will have to support an increasingly cross-generational workforce, and **38%** are changing current policies to improve knowledge sharing between the generations. This is a particular challenge for organizations in this sector, where just **11%** have truly effective structures and processes in place to support knowledge sharing across the organization. Cybersecurity remains a hugely important issue in the public sector, and while agencies see providing location-based access to data (**93%**) and identity management (**92%**) as particular challenges, many are in the process of overhauling their current strategy. The vast majority will not do this alone, with **87%** looking for external expertise to create an approach to security that is both robust and non-intrusive.



87%

want external help in building a security strategy that strikes a better balance between protection and convenience



68%

plan to invest in social enterprise platforms in the next two years in order to improve internal collaboration



53%

are aiming to create a more consumer-like experience as part of their digital workplace strategies

THE REVOLUTION STARTS NOW

The study identified many shortcomings in the current workplace strategies of public sector organizations that urgently need to be addressed. The sector needs to harness the power of digital innovation in order to attract new skills into the business and to support new ways of working. The need to ensure a robust cyber defense is as great as in other sectors such as banking, but it is clear that current processes and technology are slowing workers down. A new approach is required, but must be delivered against a backdrop of a constant push for greater cost effectiveness. **The future needs to be addressed now** before the pace of change becomes unmanageable.

For the full results of the study, and recommendations on how to get your workplace future-ready, please visit: <https://digitalworkplace.global.fujitsu.com/workplace-2025-cxo-view/>