

State of the Digital Nation: Unveiling the Slowdown of Digital Transformation in the Public Sector



Digital transformation is slowly regressing in the public sector worldwide

8%

reduction in fully implemented strategies

9%

increase in minimally implemented transformations

2-3

year for transformation strategies to be completed on average

Considering “2-3 years” was also the average quoted time in 2021, this indicates a major slowdown.

But confidence is improving in the back-office...

10%

increase in the confidence that projects to transform the back-office will be delivered on time

3%

increase in confidence that projects will be delivered on budget



... though that confidence isn't necessarily equally distributed

63%

of HR leaders are more confident that back-office transformation projects will be delivered on time

Only 48% of Finance and 45% of IT leaders share that view

but 55% of Finance leaders believe that projects will be delivered within budget compared to HR (41% and IT (35%).

Finance is also more confident that they'll be able to achieve solution interoperability than either HR or IT.

The 3 big obstacles to transformation

- 🕒 **Changing priorities:** the conflict between constraints placed on the sector and global uncertainty mean 40% of organizations cited this obstacle.
- 🔄 **Resistance to change:** both staff and leadership exhibit resistance to transformation projects, with both being cited by 32% of organizations.
- 🕒 **Obsolete or inflexible back office systems:** many organizations across the public sector are discovering that transformation is made even harder without the right operational foundation - with 32% saying it stands in the way of a truly digital offering.



Ready to learn more?

For a full overview of digital transformation stagnation in the public sector, check out [this article](#) or [read our full 2023 State of the Digital Nation report](#).

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