

# The State of the Digital Nation

Public Sector Technology  
Maturity Trends 2025

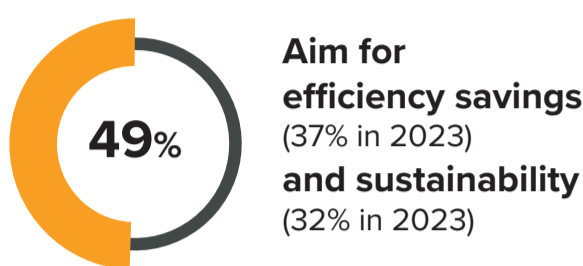
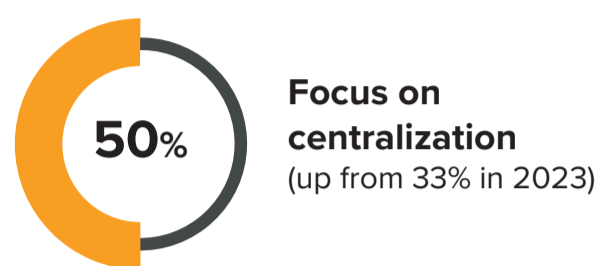
Public Sector organizations operate under a mounting expectation for increased efficiency, transparency, and citizen engagement. Digital transformation has been positioned as a critical driver for these aims, however, the promise of technology-led reform has not been fully realized.

Despite strong strategic intentions—evidenced by 98% of surveyed organizations claiming to have some form of digital transformation strategy—delivery lags remain substantial, but there is a discernible trend towards adoption of advanced digital tools and solutions, particularly in forward-leaning regions and progressive organizations.

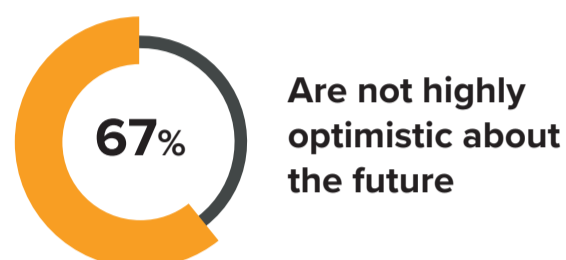
The information below details Unit4's 2025 survey of Public Sector decision-makers across Finance, IT, HR, and operations. The goal was to uncover evolving challenges, pain points, and successes in the sector.

## Rising pressures and priorities:

### Digital transformation momentum



### Competing needs



### Back-office limitations

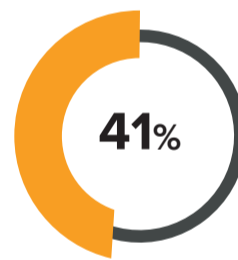
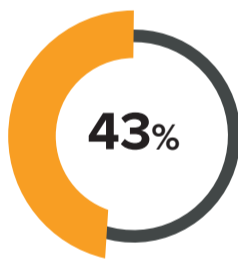
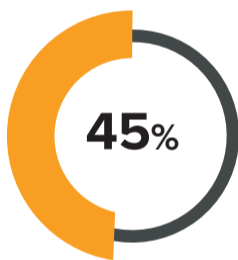


## Challenges of data silos

### Persistent barriers



### Core Issues



## Key back-office needs

### Top priorities

- Enhanced reporting capabilities (52%)
- Better system integrations (50%)
- Improved user experience (48%)



## Workforce & recruitment trends

### Return to office patterns

- Hybrid/remote work models have declined significantly, from 87% in 2023 to 49% in 2025.
- 80% of organizations not currently fully office-based plan to increase in-office presence over the next two years.

### Technical skills in demand

- Increase in hiring technical talent (41% in 2025 vs. 9% in 2023)
- Shift toward skills-based hiring (41% in 2025).

### Recruitment challenges

- Work-location mandates restrict candidate pools (24%).
- Hybrid/remote models drop to 49% (from 87% in 2023)



## Conclusion

The period from 2023 to 2025 has been characterized more by aspirations than substantive digital change. While certain organizations and regions demonstrate innovative technology deployment and isolated progress on digital transformation objectives, widespread systemic change has yet to materialize.

[Read the full report here](#)

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