

Modernizing government for the future of work

WHAT INDUSTRY LEADERS SAY IS KEY FOR REIMAGINING THE CITIZEN AND EMPLOYEE EXPERIENCE

Attracting and retaining skilled staff is an emerging challenge for many state and local agencies in the face of the “great resignation.” Today’s employees expect flexible work models and the ability to perform their duties at any time, from anywhere — options that are difficult to provide with the paper-based, manual methods still inherent to many agencies.

Using insights from the Future of Work survey that the Center for Digital Government conducted for Hyland, this infographic explores where agencies are in adapting to workforce trends and how digital services can enable the modern work options that employees prefer.



Workforce insights

CHANGING WORK PREFERENCES

66%

of employees prefer a working model with hybrid and remote options

But ...

55%

of organizations are planning or have made a full return to the office

THE PITFALLS OF MANUAL PROCESSES

33%

of employees say most of their agency’s processes are still performed manually

Of these ...

>33%

say reliance on manual processes negatively affects recruiting and retaining employees

TOP WORKFORCE CHALLENGES



Lack of competitive pay (60%)



Fatigue and burnout (58%)



Recruitment of IT personnel to fill vacancies (45%)



Digital transformation insights

TOP MODERNIZATION PRIORITIES



» Increasing efficiencies and productivity

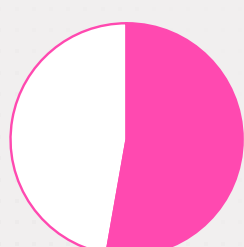


» Modernizing legacy applications and technologies



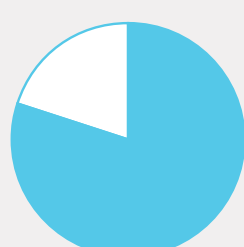
» Improving constituent experience

FOCUS ON CITIZEN EXPERIENCE



53%

of respondents say most of their agency’s business transactions are not initiated or completed online



80%

believe citizen demand for digital services will increase



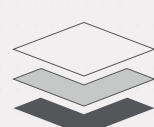
Improved quality of services for constituents

Top benefit agencies seek from digital transformation projects (55%)

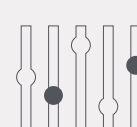
TOP INVESTMENT TOOLS NEEDED TO DELIVER DIGITAL SERVICES:



1. Automated workflows (56%)



2. Integration services (45%)



3. Web portals (43%)

Empowering your workforce with digital tools is key to accelerating mission delivery and delivering a better constituent and employee experience. A modern content services solution can help your agency automate processes, modernize legacy systems and increase efficiencies — to thrive in the digital future.

To learn more, watch [GovTech’s interview with Kevin Flanagan, Hyland’s associate VP of government sales](#), and visit [Hyland.com/StateGovernment](https://www.hyland.com/StateGovernment).

All data referenced is from the Future of Work survey, created for Hyland in September 2022 by the Center for Digital Government, which collected insights from 125 state and local government leaders around the U.S.

Hyland™