

# State of the Digital Nation 2023: Latest Research Findings



Every two years, Unit4 partners with Vanson Bourne to create the **Public Sector State of the Digital Nation** report: a comprehensive review of digital transformation efforts across the public sector in United Kingdom, Sweden, Netherlands and Canada.

According to this year's research, we're experiencing a period of **stagnation or regression** in public sector digital transformation.



## 1) Digital transformation is slowly regressing across the public sector worldwide

- ✔ Digital transformation has generally slowed down compared to 2021 with an **8% reduction in fully implemented strategies** and a **9% increase in minimally implemented transformations**
- ✔ The majority of respondents say **it will take 2 – 3 years** for their transformation strategy to be completed, suggesting there has been little progress in speeding up delivery since 2021

## 2) However, technology adoption appears to be positive, with more than a third adopting a wide variety of tools, but the top priorities are:

**52%**

are adopting Data Management tools

**47%**

are adopting SaaS app integrations

**46%**

are replacing their legacy systems

## 3) Transformation strategy success is made worse by changing priorities and the conflict between need for transformation and the constraints being placed on public sector

The biggest challenges limiting the ability to transform:

**40%**

Changing priorities

**32%**

Leadership resistance to change

**32%**

Obsolete and inflexible back office systems

**32%**

Staff resisting change

## 4) Data compatibility is more of an issue in 2023

- ✔ In 2023 (35%) say data is compatible across some applications, so there is no duplication of data entry – this compares to **53% in 2021**. **This is a huge issue since organizations can't provide innovative services without data interoperability.**
- ✔ Fewer are confident that transformation will deliver interoperability. In 2023 (43%) are completely confident, compared to 2021 (48%).



## 5) Senior decision makers are not pulling in the same direction

**29%**

Finance wants to focus on predictive analytics...

**33%**

...HR on better oversight of expenditure, income and budget...

**29%**

...and IT on the ability to share and connect data

## So – where does this leave you?



Learn more about the transformation trends in the sector, how your organization compares to the benchmarks, and the steps you can take to avoid regression. Check out the full State of the Digital Nation 2023 Report below.

[Learn more](#)

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