



## Positive and empowered: how to win the battle for talent in the justice sector

We partnered with Censuswide to survey 1,500 public and private sector employees and identify the role of technology in the employee experience. Here's what we found within the justice sector:

Respondents have a positive outlook on technology when compared to other sectors



**38%** rarely encounter frustration with business technology,

far higher than the **26%** average



When asked which technologies were negatively impacting them, **38%** chose 'none of the above'

vs. the average of **28%**

They are also notably positive about the impact of innovative solutions such as VR/AR technologies on their productivity levels



**38%**

of respondents said these VR/AR had a positive impact vs. a 15% average



Mobile applications (**38%**) and document management tech (**36%**) also ranked highly



**87%**

considered a commitment to VR/AR for the future as a medium to high priority when searching for a new role (this was the highest among sectors)



Training is a priority, ranking in the top 5 sectors overall for frequency

**41%**

reported their organisation provides frequent and intensive training on the use of digital technology

There are concerns around the digital skills shortage, but more respondents cited a lack of relatable role models compared to other sectors

**34%**

cited a lack of role models as the reason behind the digital skills shortage in the sector



Hybrid working is seen as key to help keep employees in their roles

**58%**



**61%**

say they'd be happier at work if their employer invested in new digital technology, while 59% say they'd be more likely to stay in their current job

felt more likely to stay in their current job if their employer ensured that their technology supported remote and hybrid working preferences (higher than any other sector – the average was 45%)

Feedback is exceptionally high in this sector, as is the rate at which it's acted on

**96%**

have tried to give feedback to their manager about the technology needed to fulfil their role sufficiently

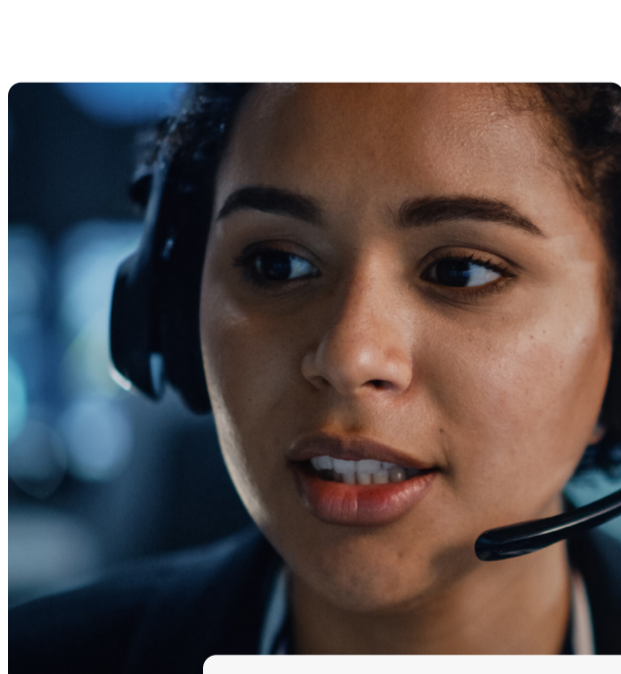
**77%**

of those say it is acted upon

**91%**

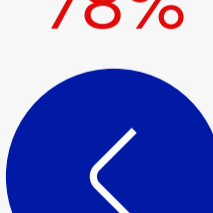
agreed with the statement:

**'I feel my organisation focuses on giving me the right technology to help me fulfil my role and make me feel valued'**



Yet many respondents reported their organisations were planning to revert back to technologies used before the onset of Covid – potentially causing an exodus of employees

**78%**



stated their organisation was planning to revert back to technologies used before Covid

**45%**



said this was more likely to resign from their job within the next six months

**"One of the key issues I think we have as a public sector organisation, is retaining good people with the relevant technical skills to get on with this kind of work and actually innovate for us."**

Phil Davies, Chief Superintendent, Director of Information, Greater Manchester Police

So, what are the top 3 technologies chosen to have had the most positive impact on justice sector productivity levels over the past two years?

**38%**

Virtual reality and augmented reality

**38%**

Mobile applications

**36%**

Document management technologies and tools

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With competition for talent hotter than ever, is your connectivity up to the job?

Read our latest report **'Battle for talent: the public sector view'** to find out more.

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