



No going back: the role of tech in local government's battle for talent

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 in local government:

Technology is perhaps even more crucial to employee engagement and happiness than once thought



of respondents reported, "Technology plays an important role in helping me stay engaged and happy in my job"

Employees are ready and willing to feedback on workplace tech



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



38% said their feedback was acted upon



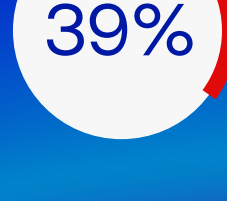
17% said their feedback was not acted upon



Despite this, respondents still feel frustrated by the technology provided by their employers less often than other sectors – particularly when integrating new tech with old systems



are regularly (at least a few times a week) frustrated by either the quality of or lack of business technology available to them when working (the lowest of all sectors surveyed)



reported "New technology not integrating with older systems" as a way they have been negatively impacted by technology (the highest of all sectors surveyed)



Our respondents were also keenly aware of the digital skills shortage in the sector, perhaps explaining why digital training appears to be more frequent here than anywhere else

69%



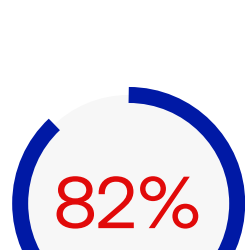
agree there is a skills shortage in relation to digital technology

Just 21%



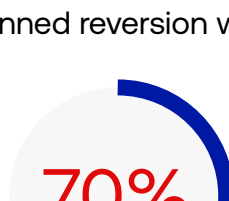
report their organisation rarely, if ever, provide training on the use of digital technology

Going back to the way things were could be more costly to recruitment here than in any other sector



of respondents say their organisation plans to revert to technologies used before the onset of Covid-19

This planned reversion will make



more likely to resign from their job within the next 6 months

"This is the big ticking time bomb across all of this, what we class as digital skills. I'm not sure calling it digital skills is so helpful. These are almost everyday skills you need for life now."

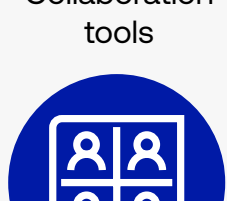
Robert Ling, Assistant Director of Technology change and customer services, North Yorkshire County Council



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

51%

Collaboration tools



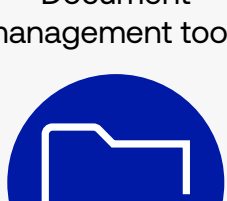
42%

Connectivity applications



33%

Document management tools



Technology is a crucial part of attracting the UK's top talent. And fast, reliable, and secure connectivity is the foundation of all digital transformation.

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

If you'd like to talk more about your Connectivity needs, call us on **0808 1895881**