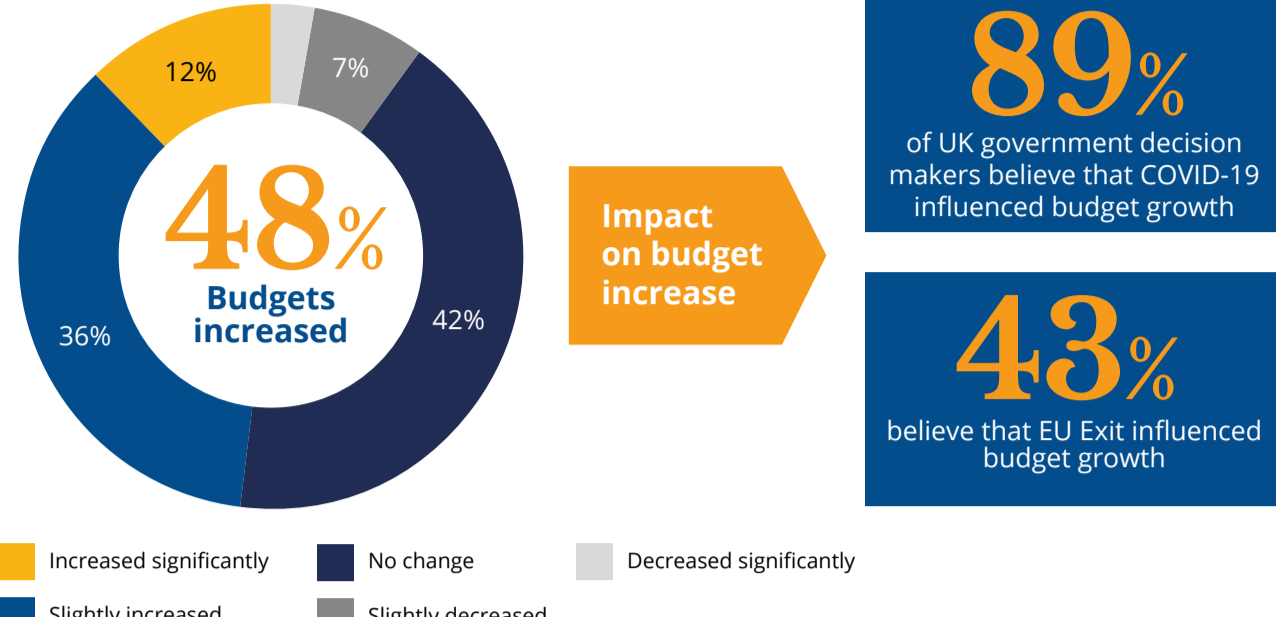


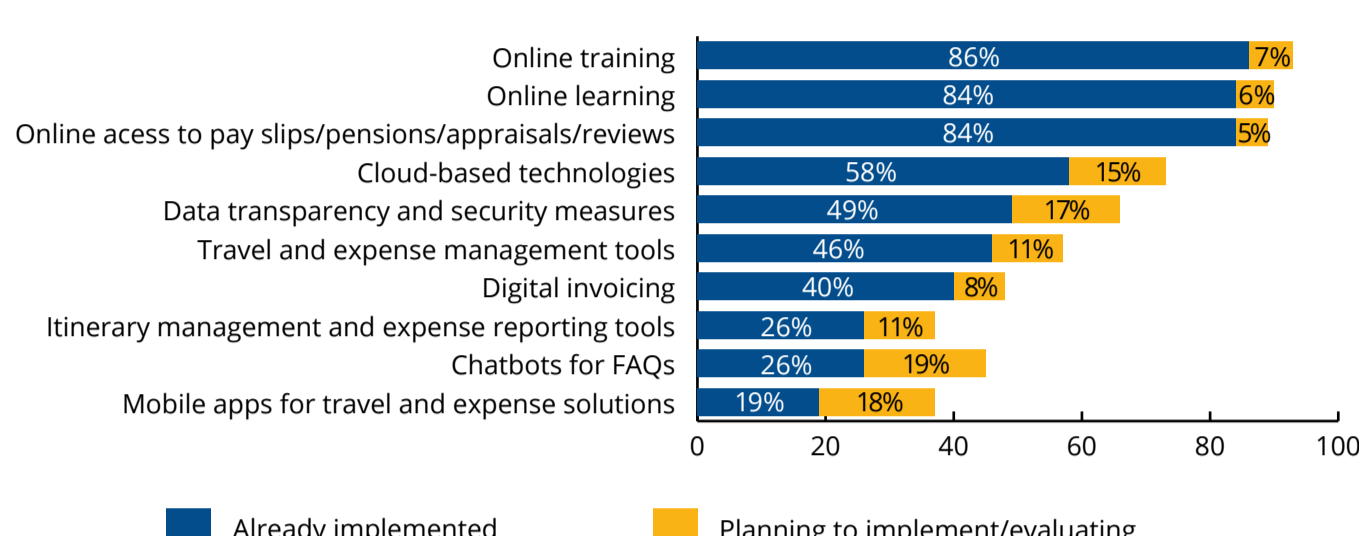
The Future of Work in the Public Sector

In February 2021, DODS teamed up with SAP Concur and surveyed 233 decision makers within central and local government. Decision making areas included HR, Finance, Operations, Procurement, and other areas. The research set out to understand the future priorities facing government, particularly in the context of work, travel and expenses. What will work look like in the future? and how has COVID-19 and EU Exit shaped the 'work vision'?

Government digital budget changes 2021 vs. previous year

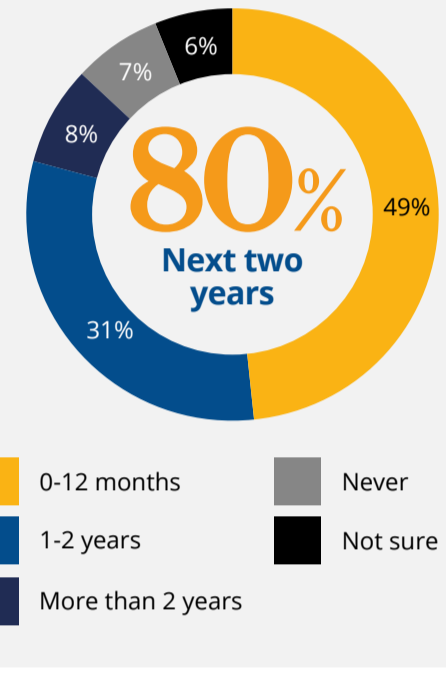


Top 10 digital initiatives already implemented/ planning to implement



83% Agree: "Digital is increasingly important to maintain contact with citizens and suppliers"

Length of time government organisations expect to return to the delivery of normal services at work



% government organisations taking monthly UK and overseas business trips

	Any UK trips	Any overseas trips
Pre-pandemic	93%	30%
During	41%	7%
Next two years	84%	24%

In the next 2 years, government decision makers expect UK and overseas business travel within their organisations to be almost back to Pre-pandemic levels

Digital priorities in delivering digital travel and expense related policies

For many government departments expense management involves outdated paper-based processes that are time consuming for employees, lack clear visibility of spend, and are often non-compliant.

3 key areas of focus for delivering digital travel and expense policies were identified by government decision makers

- 1 Processes**
 Improve and simplify to create time & cost efficiencies
 - 57% improve overall processes
 - 56% simplify processes/reduce complexity
 - 53% reduce costs
- 2 Data and technology**
 Introduce the right systems in a secure and compliant way
 - 47% data security
 - 34% remain compliant
 - 32% introduce/enhance cloud-based technologies
 - 27% remove legacy systems
- 3 People**
 Improve the employee experience with the right tools & training
 - 44% improve employee experience
 - 41% training and education
 - 35% improve internal collaboration

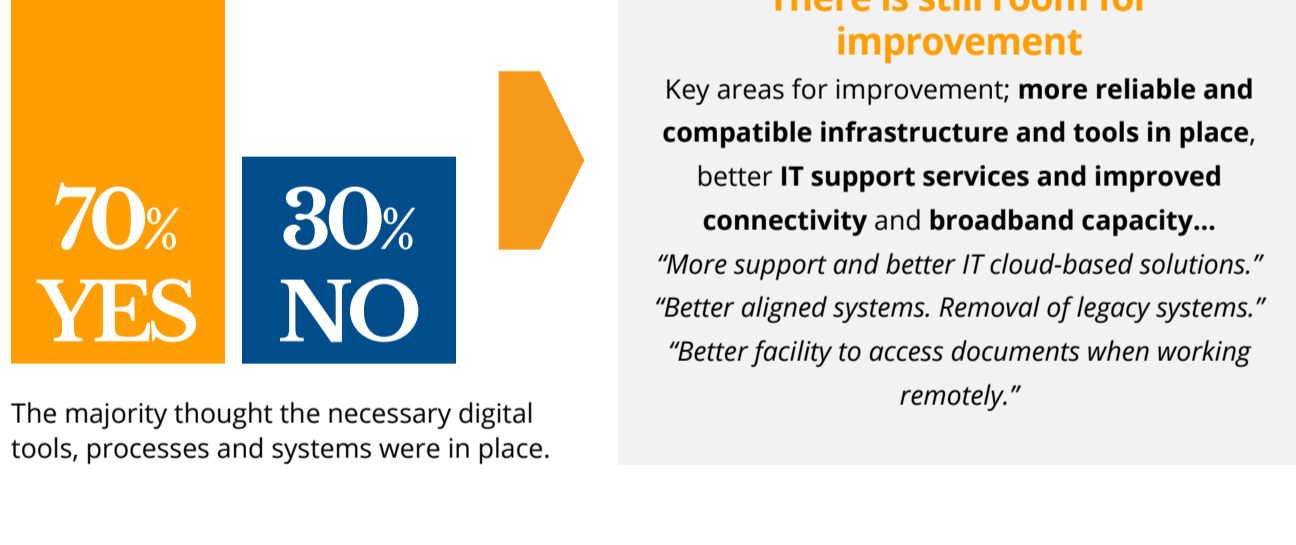
The evolving government office

Over the last year we have seen an unprecedented number of public sector workers switch to remote working as the COVID-19 pandemic acted as the catalyst in transforming the workplace environment we once knew. What might future government offices look like and how will they evolve? Will we see a new era of flexible working? And are government offices equipped to adapt to the change?

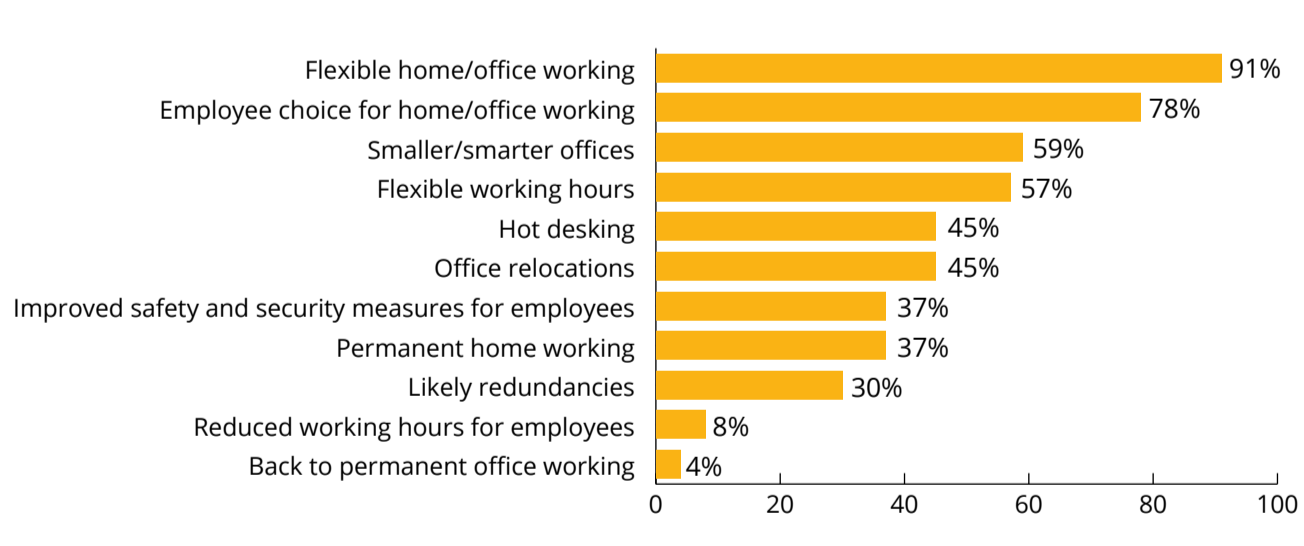
Flexible working is here to stay!

94% of UK government decision makers agree: "Working from home will become an expected norm post-pandemic"

But... are the necessary digital requirements in place for remote working?

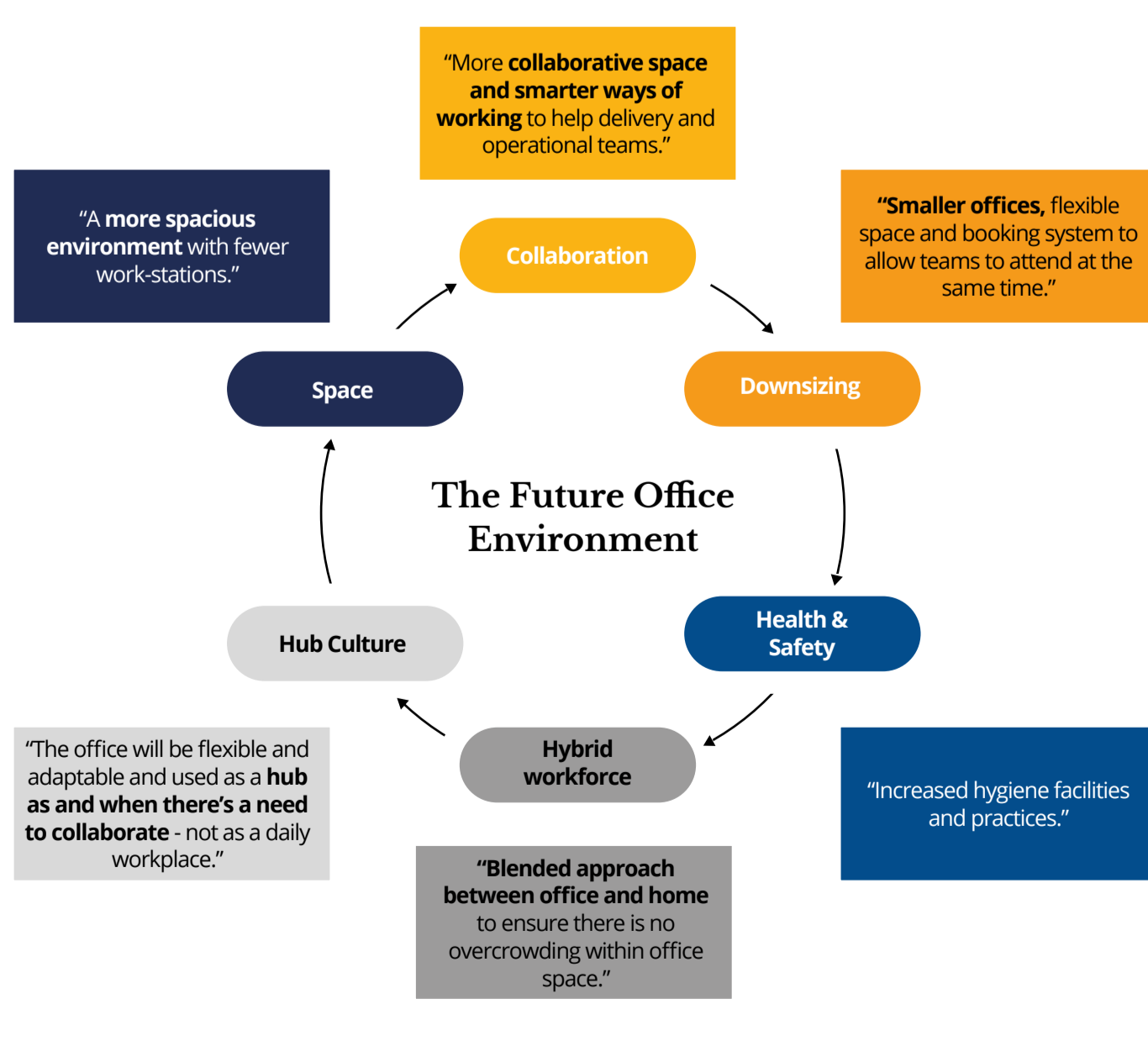


The work changes we are likely to see in government offices over the next few years:



6 key themes emerged for the vision of the future government office

Government decision makers focused on a series of themes when asked what the future of work is likely to look like post pandemic. Could these be the government office of the future?



About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.co.uk or the [SAP Concur blog](https://www.sap.com/concur).