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Infographic
Global Digital Employee Experience Survey

Public Sector Industry Results

Public Sector organizations across the globe are continually having to evolve as they strive to meet the needs of citizens in an increasingly digital world. Key trends shaping the sector include digital transformation; data driven decision-making; citizen-centric services; sustainability initiatives; and increased use of AI and automation to streamline processes, enhance productivity, and implement new and improved services. Supporting these trends requires strategic investment in advanced technologies to enhance the digital experience for citizens and government employees.
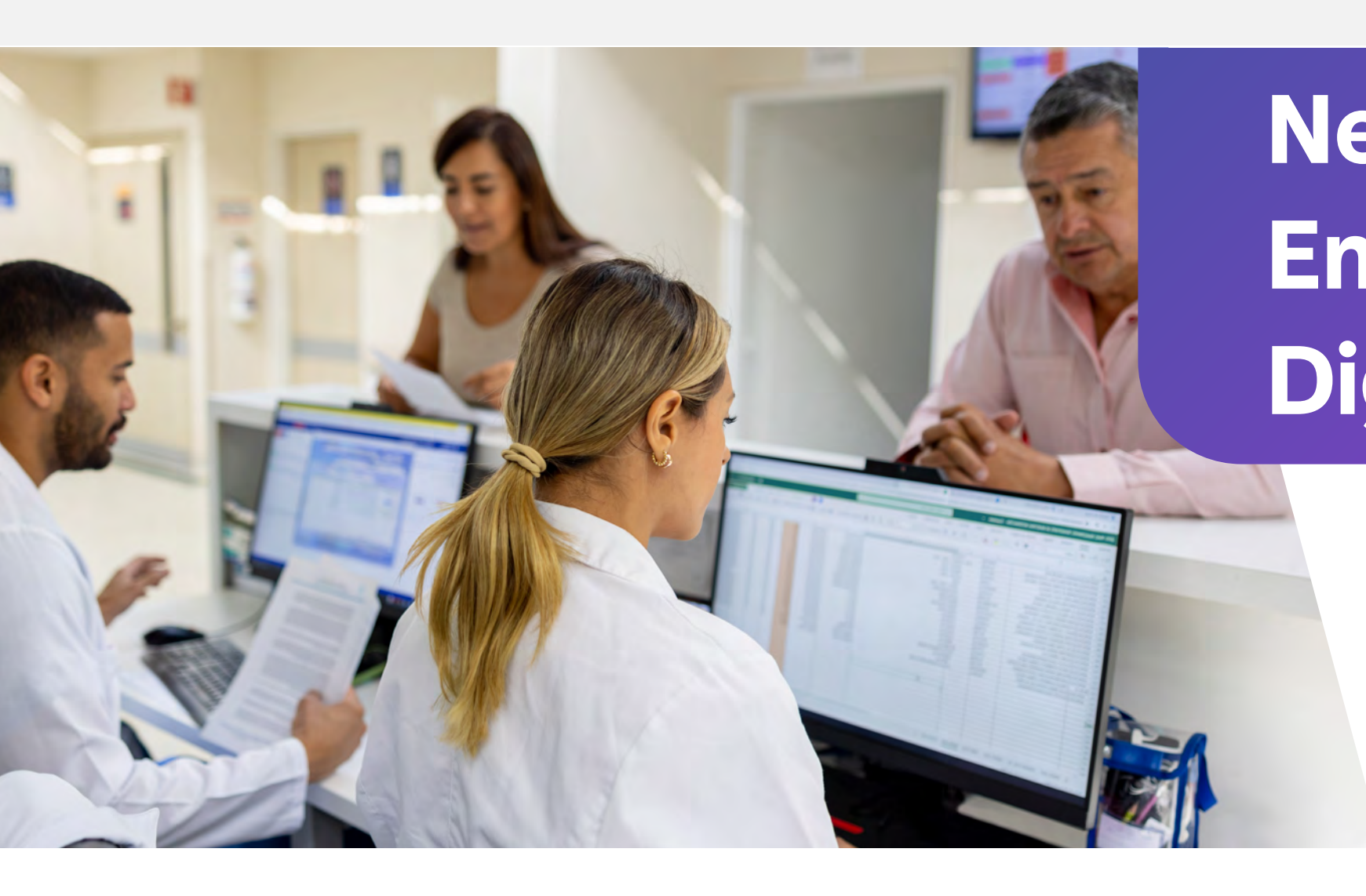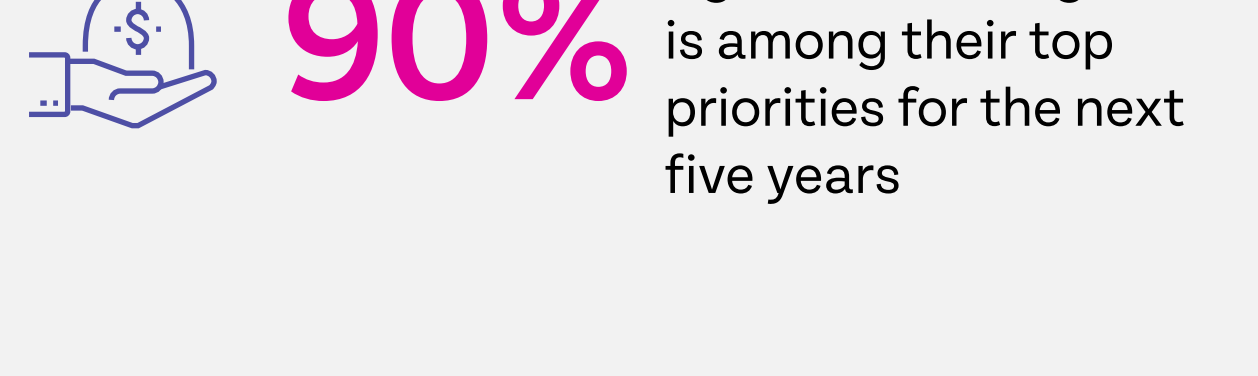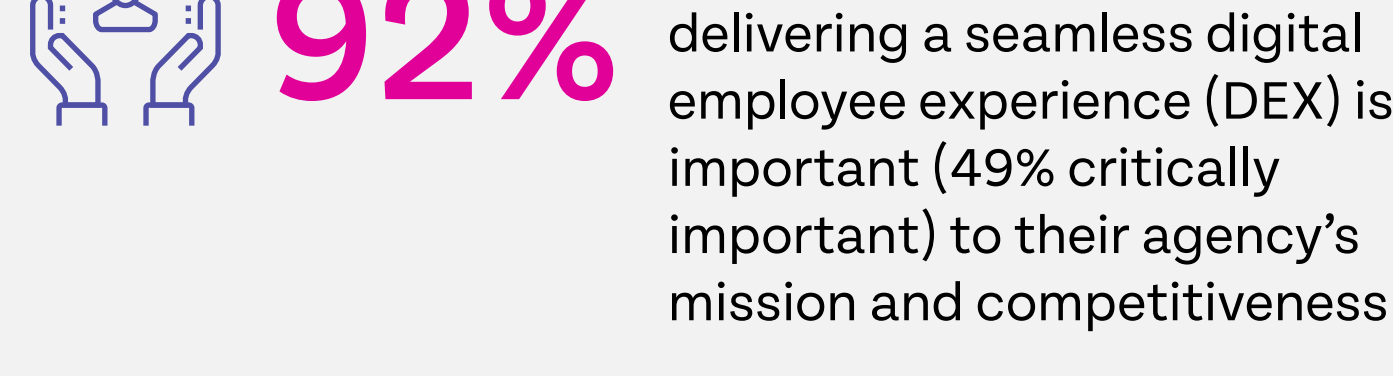
The Riverbed Global Digital Employee Experience (DEX) Survey explores generational expectations, hybrid work, IT's evolving role, and obstacles and strategies to delivering an exceptional digital experience.

The survey, fielded by Sapio Research, and published in September 2023, polled a combined 1,800 IT decision-makers (ITDMs) and business decision-makers (BDMs) across ten countries and seven industries, including more than 300 respondents working in the Public Sector.

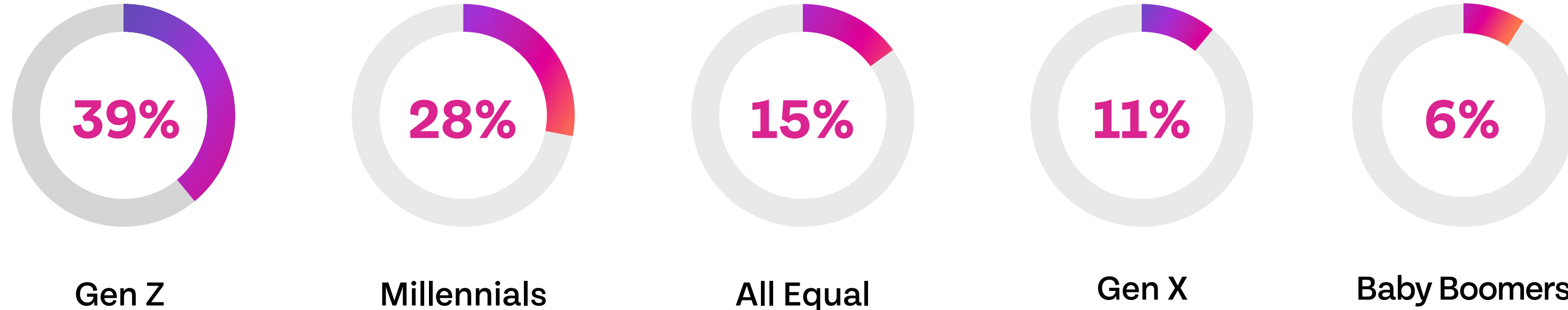Here's what the leaders in the Public Sector have to say:

Public Sector Leaders Will Invest in Digital Employee Experience as a Top Priority

Public Sector organizations are adopting digital technologies to improve service delivery, modernize processes, and enhance the citizen experience:

92% Of Public Sector leaders say delivering a seamless digital employee experience (DEX) is important (49% critically important) to their agency's mission and competitiveness

90% Agreed investing in DEX is among their top priorities for the next five years

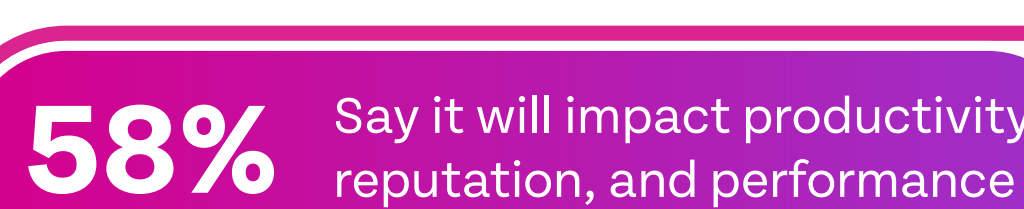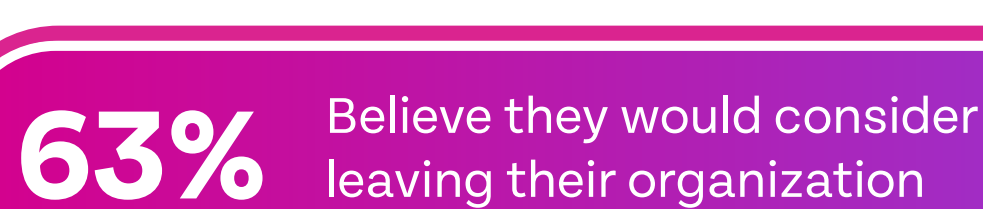## Next-Gen Public Sector Employees Have High Digital Expectations

Public Sector leaders say the Gen Z generation of government employees expect the most from their technology and digital experience (highest of any industry):

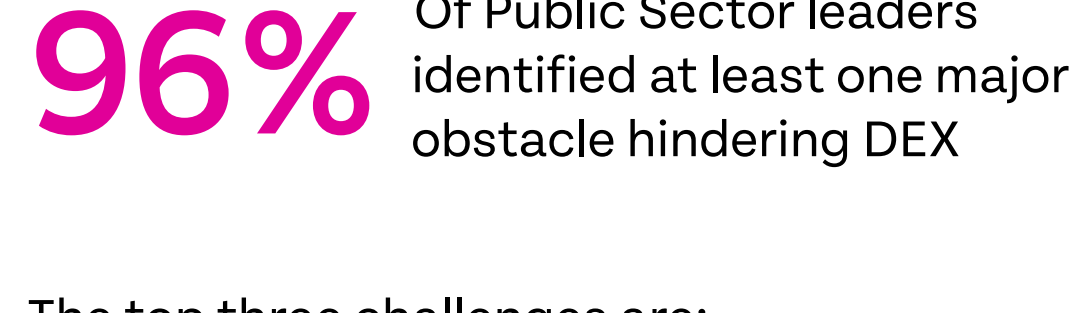| 39%	28%	15%	11%	6%
Gen Z	Millennials	All Equal	Gen X	Baby Boomers

Failing to meet the digital experience demands of younger generations – especially Millennials and Gen Z – can have major consequences, especially as older generations begin to retire.
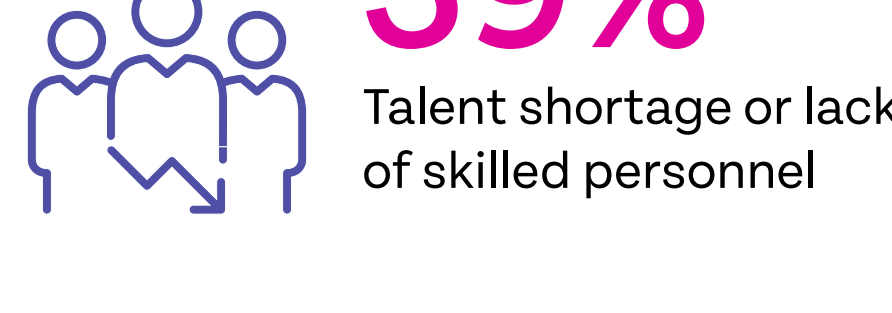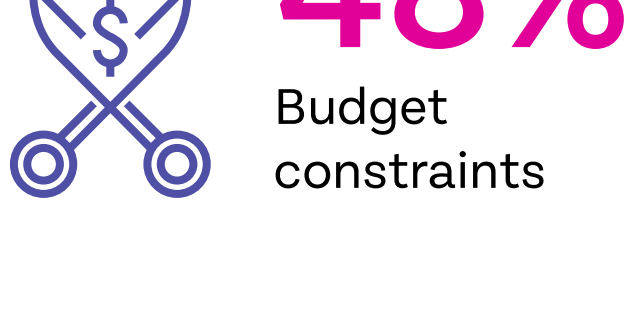
Talent Drain

63% Believe they would consider leaving their organization

Disruptive

58% Say it will impact productivity, reputation, and performance

Top Challenges Public Sector Leaders Face in Delivering a Better DEX

96% Of Public Sector leaders identified at least one major obstacle hindering DEX

The top three challenges are:

48% Budget constraints

39% Talent shortage or lack of skilled personnel
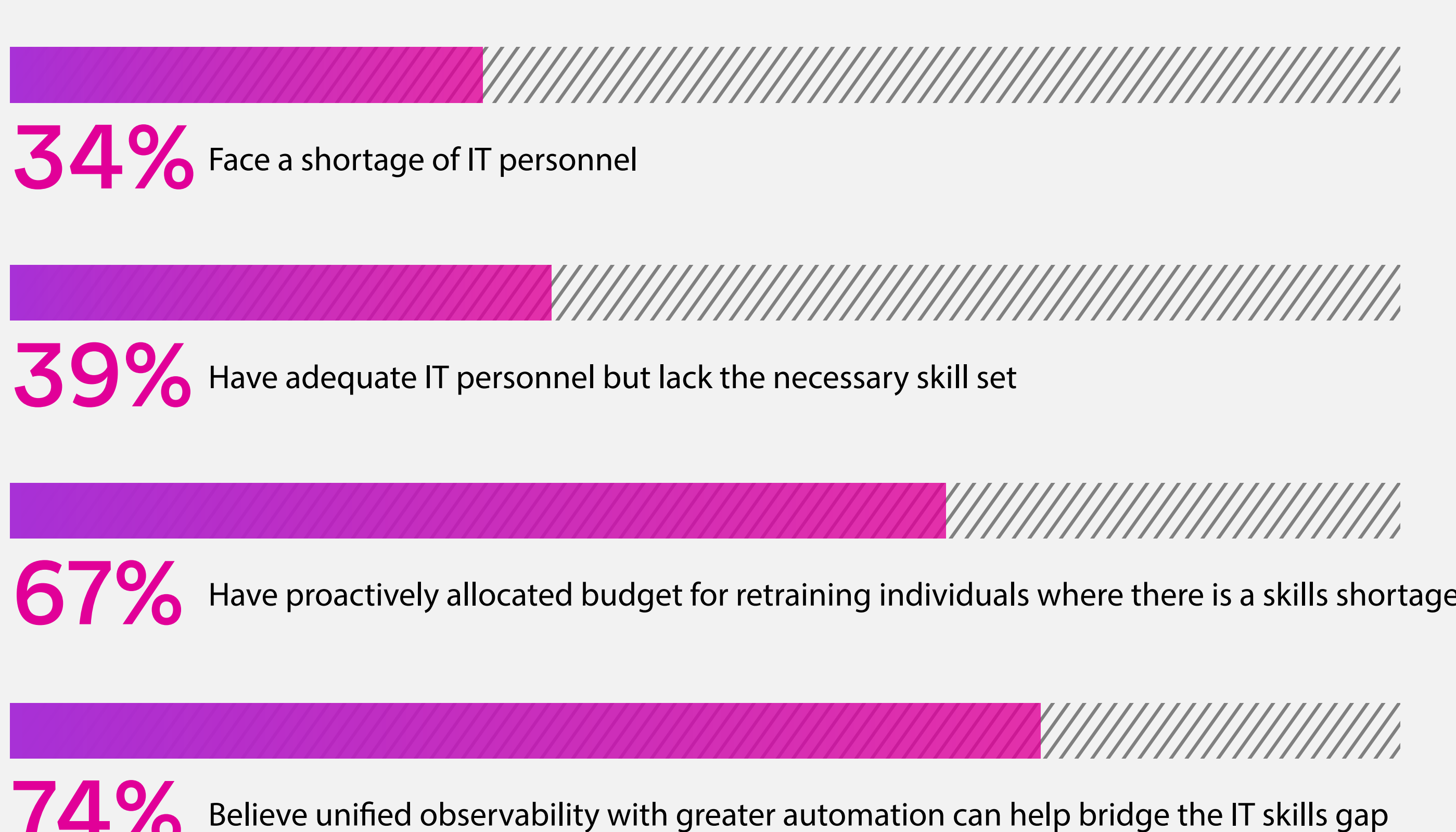
28% Too much data

IT and Leadership in Public Sector Organizations

In Public Sector organizations, the role of IT and the leadership team is critical for driving digital transformation, ensuring efficient operations, and delivering citizen-centric services.

81% Say IT is more relevant today than before the pandemic

70% Of IT leaders surveyed have a seat at their organization's leadership table

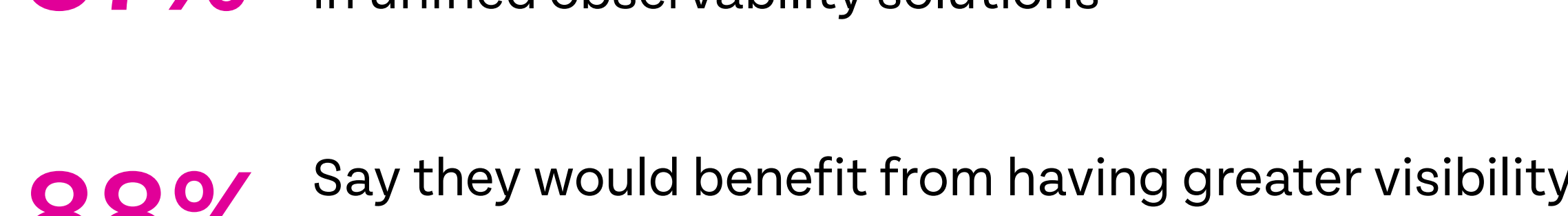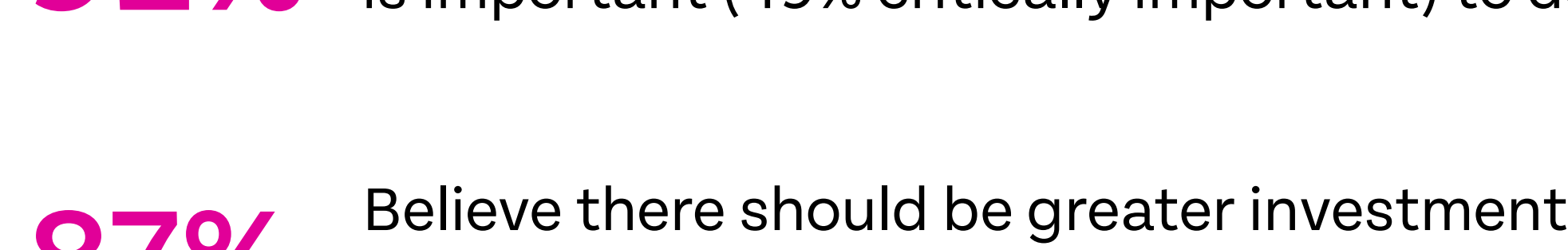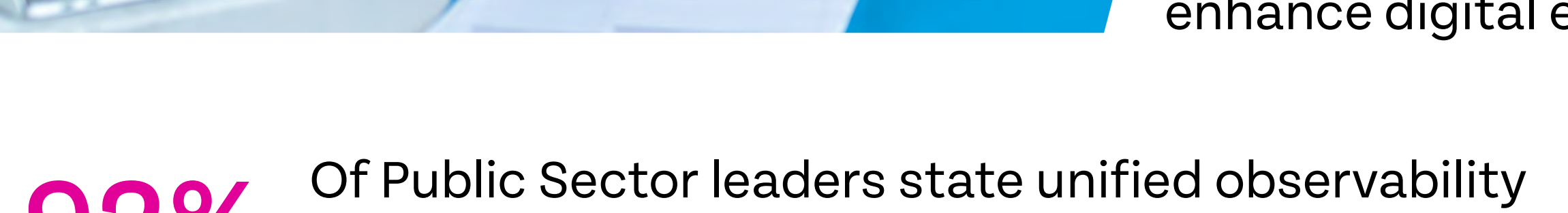**89%** Agree IT is more responsible for innovation now than three years ago

Overcoming the Skills Shortage

Public Sector IT leaders find their employees don't have all the required skills but are investing in training and technology to help bridge the gap.

34% Face a shortage of IT personnel

39% Have adequate IT personnel but lack the necessary skill set

67% Have proactively allocated budget for retraining individuals where there is a skills shortage

74% Believe unified observability with greater automation can help bridge the IT skills gap

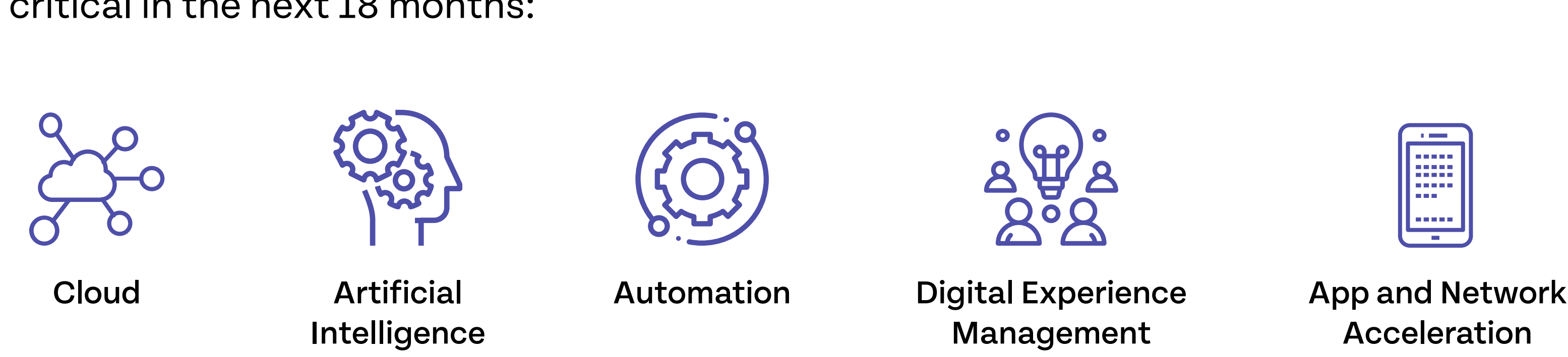## Unified Observability is Essential for DEX

Leaders in the Public Sector are investing in technology like unified observability to gain full visibility and actionable insights to enhance digital experiences.

92% Of Public Sector leaders state unified observability is important (49% critically important) to deliver DEX

87% Believe there should be greater investment in unified observability solutions

88% Say they would benefit from having greater visibility into their networks, systems and user experience

Further Investment in Technology Will Prove Critical

With the increasing digitization of services across the Public Sector, the adoption of technologies, such as AI and automation, will be a key enabler in streamlining processes and enhancing productivity.

In fact, Public Sector decision-makers cite these solutions as becoming increasingly critical in the next 18 months:

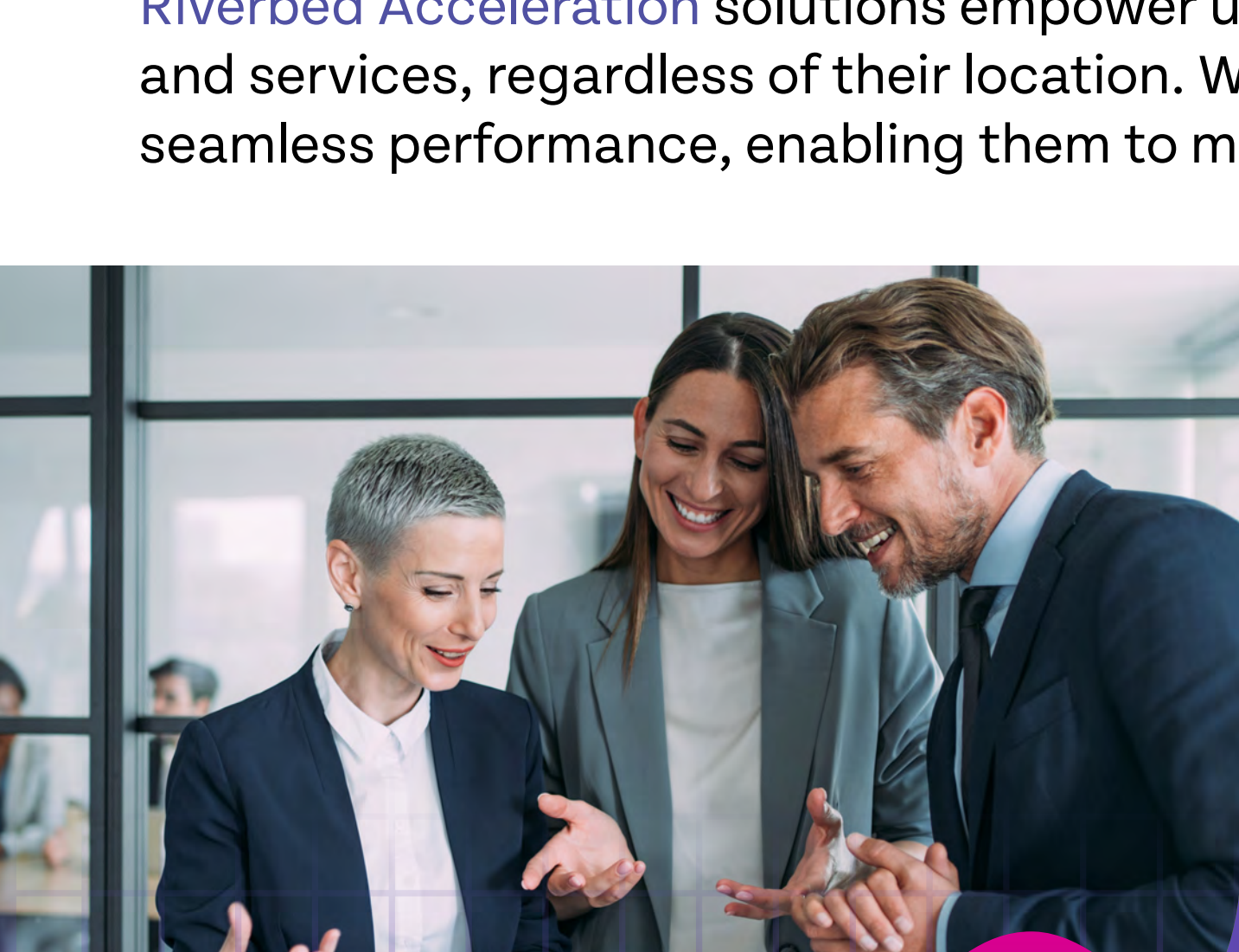| Cloud	Artificial Intelligence	Automation	Digital Experience Management Solutions	App and Network Acceleration
44%	38%	33%	31%	30%

Overcome Your Challenges with Unified Observability and Riverbed Acceleration

Riverbed enables organizations to transform data into actionable insights and accelerate performance for a seamless digital experience. Riverbed offers two industry-leading portfolios.

Riverbed's Unified Observability portfolio is designed and enables organizations to unify data, actions, and insights across the entire digital ecosystem. With Riverbed Unified Observability, companies can optimize their digital experiences, enhance operational efficiency, and drive performance and business growth.

Riverbed Acceleration solutions empower users to harness the full potential of enterprise applications and services, regardless of their location. With Riverbed Acceleration, users experience peak speed and seamless performance, enabling them to maximize productivity and enjoy better digital experiences.

For more insights into the priorities of IT and business leaders, check out the full Riverbed DEX Global Survey!
https://www.riverbed.com/dex-survey/

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