Infographic
Dragon Professional Anywhere

NUANCE

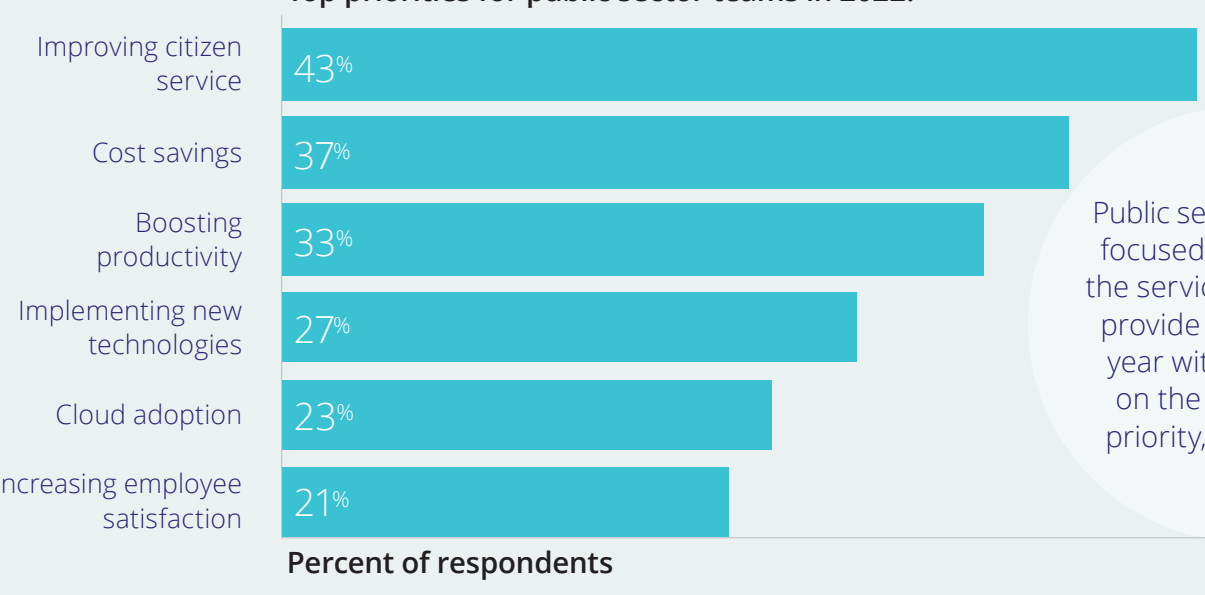
Public services in the UK: a sector under pressure

After 18 months of unprecedented pressure on UK public services, we wanted to understand how the public sector was preparing for a post-pandemic future. So, we surveyed more than 100 public sector professionals to learn about their priorities for 2022, and the challenges they're facing as they build their strategies

These are our top 5 findings

1 Striking a difficult balance between service and savings

Top priorities for public sector teams in 2022:



Public sector teams are focused on improving the services their teams provide in the coming year with a close eye on the number two priority, cost savings.

2 Public sector professionals can spend over half their workday typing

Well over half of the public sector professionals we surveyed reported spending at least four hours a day typing for work, with 54% spending a further hour or more typing for personal reasons once they've finished work for the day. On average, our respondents are typing for over seven and a half hours a day.

7 hours 37 minutes
The average time a public sector professional spends typing every day.

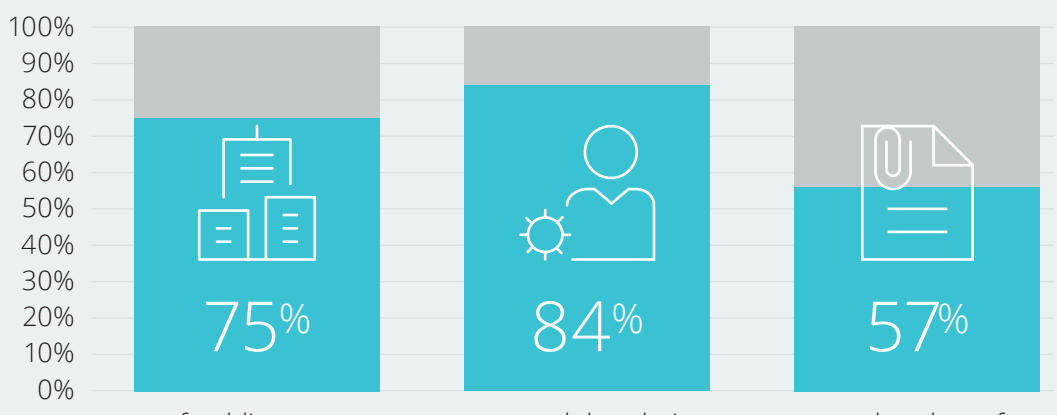
Public sector professionals' top five typing tasks are:

- **58%** Internal communication
- **54%** Citizen/customer communication
- **51%** Filling out forms
- **43%** Taking notes
- **40%** Using a browser

3 Stress-related burnout is exacerbated by the admin workload

Nearly three quarters of public sector professionals say they've experienced stress-related burnout at work. Two-thirds of our respondents also noted that their organisations experience difficulty sharing information, communicating, or collaborating across teams or departments—often contributing to admin workloads.

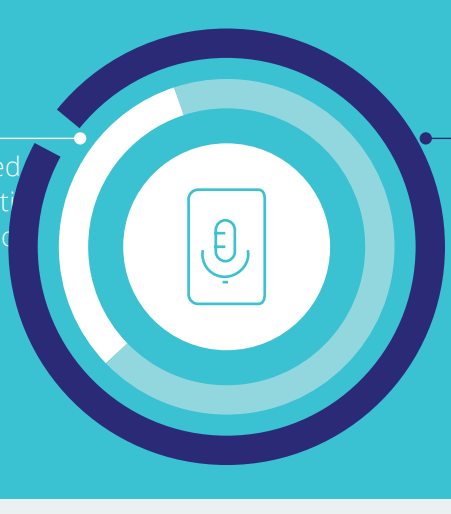
Public sector professionals main causes of stress:



4 Changing roles have created even heavier workloads

A recent LocalGov survey showed that many local government employees had taken on extra responsibilities during the first year of the pandemic, with many adding COVID response tasks on top of their usual workload.

+33%
More than a third reported taking on extra responsibiliti to support their organisatio during the pandemic.



97%
of our respondents said that their new responsibilities during the pandemic had increased their workload.

5 Most public sector professionals have never worked at an organisation that uses speech recognition

Just a third of our respondents currently use speech recognition technology—and only 35% of have worked for an organisation that used speech recognition.

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65%
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Public sector professionals issues with speech recognition

48% of public services professionals think that speech recognition tools struggle with their industry's specific terminology.

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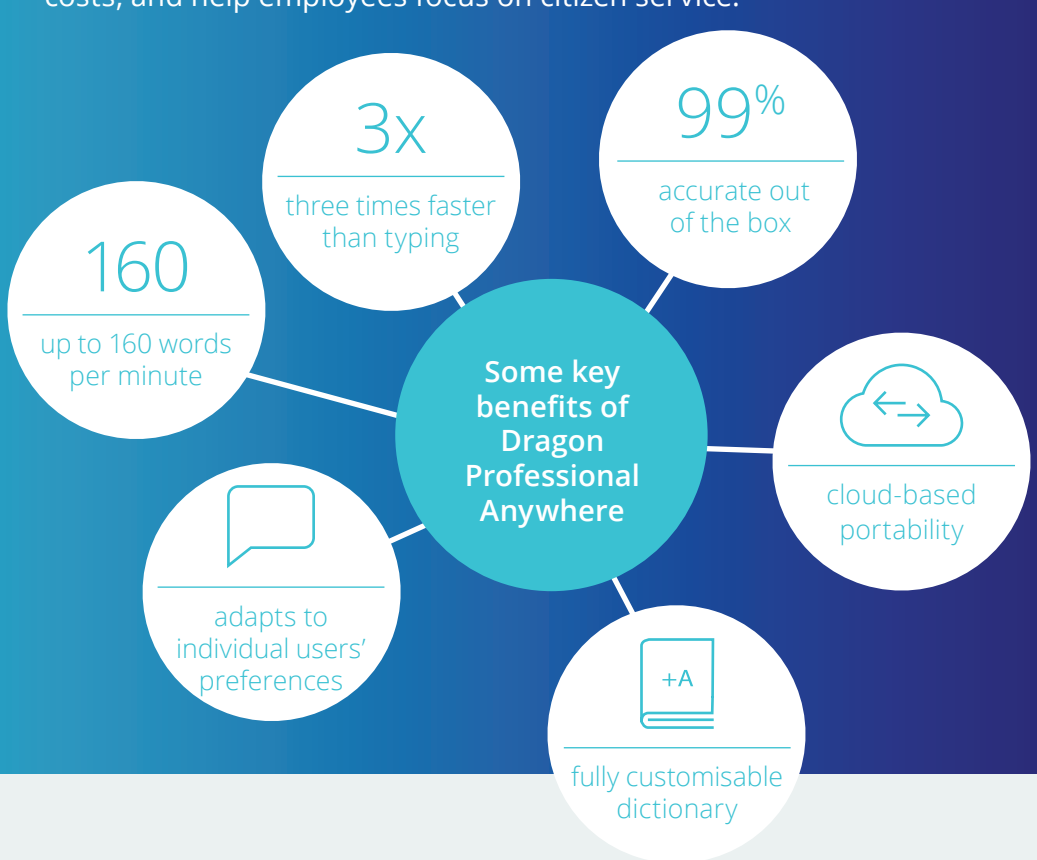
Dragon Professional Anywhere speech recognition

A professional-grade speech recognition solution like Dragon Professional Anywhere will boost productivity, reduce outsourcing costs, and help employees focus on citizen service.

Speech recognition is a powerful way to rethink documentation and admin for public sector organisations.

Did you know?
Dragon Professional Anywhere is approved by the UK Government's Technology Code of Practice.



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About Nuance Communications, Inc.
Nuance Communications (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 across the globe, we create intuitive solutions that amplify people's ability to help others.

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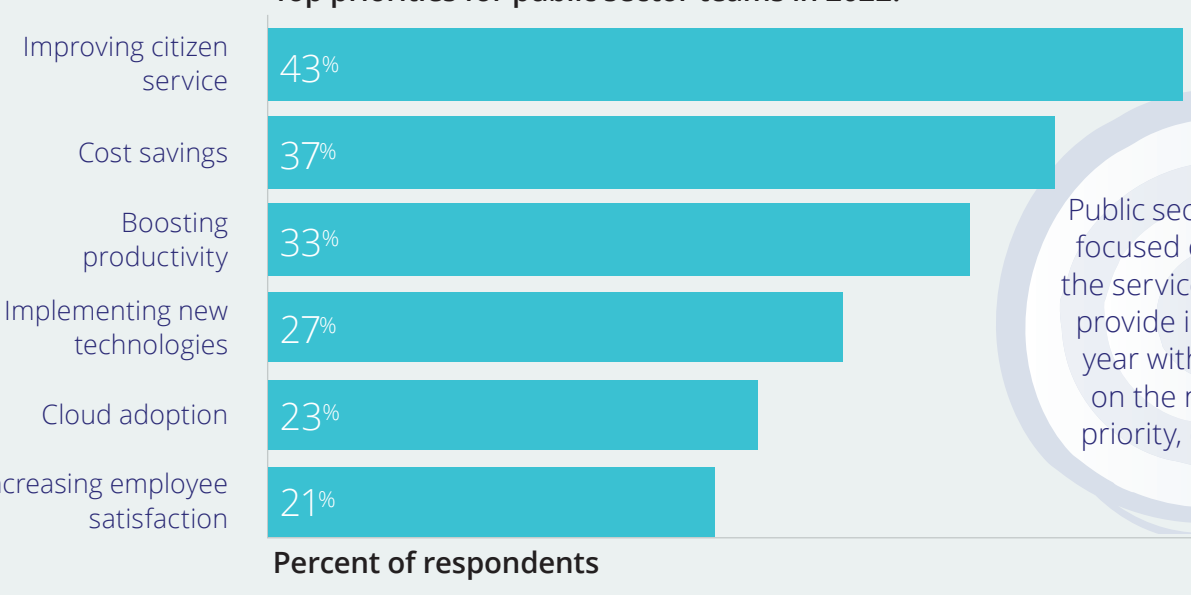

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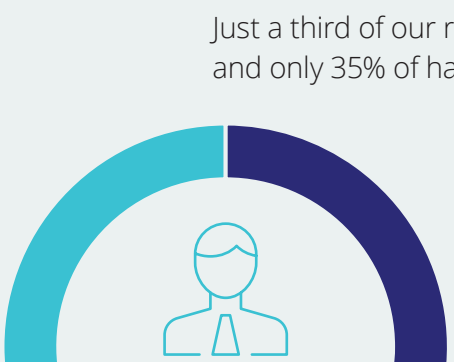

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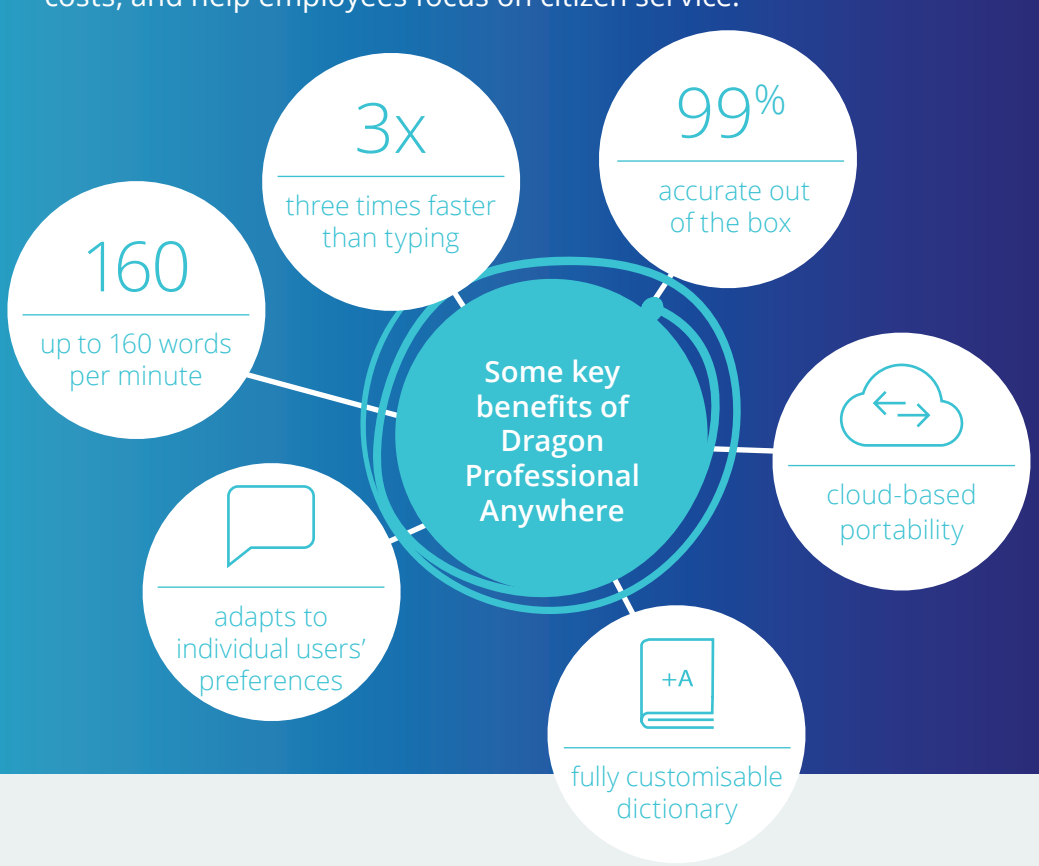

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