# THE FUTURE OF WORK

Pandemic, remote work, e-commerce, automation, the list goes on. With these disruptions, the past couple of years has turned work culture on its head. Work will never go back to what it was. In 2022, we learned that only 26% of CEOs had a future-ready strategy that is focused on changing how, why, and where we work.



#### Key trends since the pandemic

- Remote work and virtual meetings are likely to continue but not as intensely as during the pandemic.
- E-commerce has grown exponentially in telemedicine, online banking, and streaming entertainment and the trend will continue.
- The rapid adoption of newer digital technologies such as automation and AI.

#### Work Paradigm Shift

The Hybrid work set-up wherein some work is on site and the rest remote will persist. It isn't so much where people work but more about the flexibility that it provides. Allowing people, the freedom to have a better work-life balance that translates to more productivity and mental well-being.

Studies have documented the shift in how employees and organizations view work with 83% of workers around the globe preferring a hybrid work model.

- PwC survey found 83% of employers say that remote work has been successful for their company, and 71% of employees report being equally or more productive working remotely than when they were in the office.
- 2. A survey by Microsoft found **73% of workers** want flexible remote work options to continue, and **65% of employees** are more likely to be their authentic selves while working from home.
- 3. According to a survey by Buffer, **97% of remote workers** would recommend remote work to others, and **80% of remote workers** believe they have a better work-life balance than they did while working in an office.

### The way ahead

| Gig economy                       | The gig economy, characterized by short-term contracts and freelance work, is likely to grow as more workers seek flexibility and employers seek to reduce costs.              |
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| Automation                        | Automation technologies such as artificial intelligence and robotics are becoming increasingly sophisticated enough to replace human workers in specific tasks and industries. |
| Upskilling and reskilling         | As automation and other technological changes reshape the job market, workers will need to upskill and reskill to stay relevant.   |
| Workforce diversity and inclusion | Organizations recognize the importance of diversity and inclusion in the workplace and encourage efforts to promote these values.  |
| Employee well-being               | As work-life balance and mental health become increasingly important, organizations will prioritize employee well-being to attract and retain top talent.                      |



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