

# 2022: the future world of work

The boundaries between work and personal life may disappear as companies assume greater responsibility for the social welfare of their employees, according to PwC's report, 'The future of work: a journey to 2022.' PwC partner and HR transformation specialist **Debbie Francis** looks at the possible outcomes that may evolve in the workplace of the future, thanks to radical changes in technology, social media and the demographics of the workforce...

New technologies, data analytics and social networks are having a huge impact on how people communicate, collaborate and work. Many of the jobs of tomorrow haven't even been created.

Workforces will become more diverse as generations collide, with people working longer in their careers and traditional career paths set to become a thing of the past.


Organisations are already grappling with skill shortages, managing people through change and creating an effective workforce and creating more sophisticated people management techniques, increasing the importance of social drivers and relationships as crucial to business success, are other key issues that companies will face.

HR is at a crossroads. Once perceived as service-oriented and only reactive to business needs, the demands of tomorrow's workplace and business environment are going to force major change and it's not just HR that will need to act, business leaders will need to lead their organisations through these seismic shifts.

The HR function will go one of three ways: they will take on a wider people remit incorporating and influencing other aspects of the business, become the driver of the corporate social responsibility agenda within the organisation or be seen as transactional and almost entirely outsourced.

The report identifies three future 'worlds' workers of today want to be a part of which provides a lens through which to examine how organisations may operate in the future.

The characteristics of these 'worlds' will be shaped by the coming changes in recruitment, reward and employee engagement strategies as they evolve over time.

While things will happen that we cannot predict, we can still be prepared and plan ahead for long-term viability. Organisations will need to prepare to undertake new learnings and adapt to these coming challenges to succeed. Whatever path you follow, work is going to look very different for everyone in 2022. 



## Three worlds of work



## Planning ahead

How far does HR in your organisation look into the future?

21%

### Short-term:

The future is moving so fast that it is very hard to predict how things will change

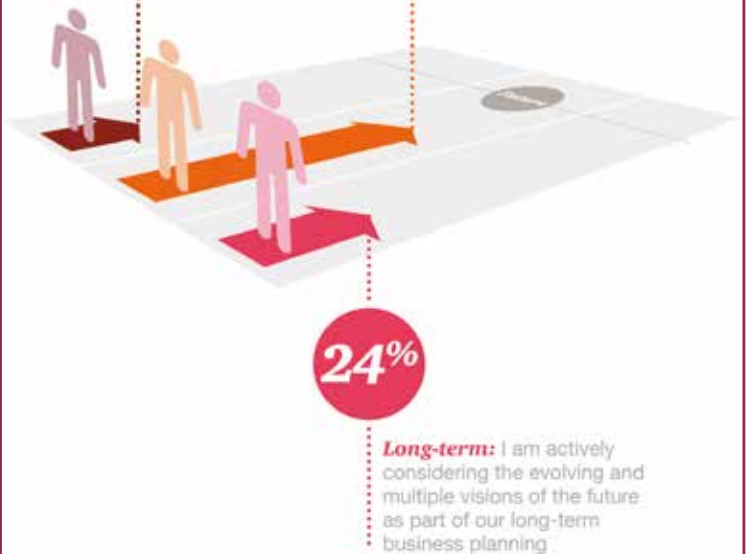
56%

### Medium-term:

I anticipate a lot of change and am building possible future scenarios into our current talent pipelines

24%

**Long-term:** I am actively considering the evolving and multiple visions of the future as part of our long-term business planning



2014

High-profile data goffes create a wider public debate about data ownership and use.

2015

Worker in Germany says the "best is yet to come" after celebrating 75 years' service with the same firm

2016

\$10 tablet computer comes on to the market

2017

Assembly workers in factory in Hanoi start wearing sensors to gauge concentration, work rate and mood

2018

Analysts attend presentation by Fortune 500 Chief Performance Officer, who heads a combined Finance and HR function

2019

Doctor in China carries out 'remote' surgery on patient in Ghana

2020

Rioting sweeps across university campuses as students lose patience with lack of job opportunities

2021

Licences granted for driverless cars

2022

World's first fully automated and robot-served hotel opens

