

# Confidence Index

## — QUARTER 1, 2018 —

Change is the new business as usual. Disruptive economic and technological forces, including diversified international trade, automation and machine learning, are creating a continuous stream of complex decision-making for CEOs; to ensure their businesses have the right people and processes in place to move into the future.

### Growing expectations

Disruptive competitors and a shortage of skilled talent remain top of mind business challenges, but they aren't hindering Australian CEOs' expectations for growth over the next 12 months.



83%

expect an increase in sales in the next 12 months



66%

expect an increase in profitability in the next 12 months

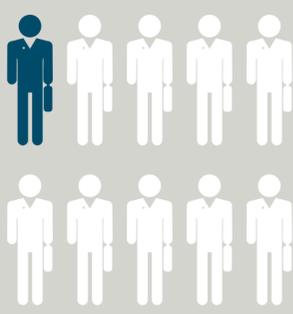


32%

expect economic conditions to improve in the next 12 months

### Cyber support not top of mind

Despite the increased responsibilities that come with the new Mandatory Data Breach Notification amendment to the Australia Privacy Act, few CEOs have cyber security top of mind.



JUST 10%

of Australian CEOs are extremely concerned about the impact of cyber security threats



44%

of Australian CEOs do not use cyber security experts to protect their data

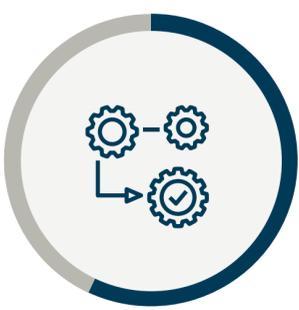
### Preparing to thrive

While some leaders are ready to embrace what the future has to offer, others know there is work to be done to ensure the business is ready for the future.



24%

of CEOs are confident they have the mindset and the processes to thrive in the new world of work



57%

of leaders believe there is still work to be done on ensuring business processes are ready



16%

of CEOs state their business is not ready for the future

### Embracing technology

Rapidly advancing automated technology has become one of the biggest game changers in business over the last five years; with leading CEOs reshaping how, when and where work is undertaken to move their businesses forward.



51%

of CEOs are embracing technology and upskilling workers elsewhere in the business



43%

of CEOs are conscious that new technologies must be embraced but have yet to adapt to change

### Skills of the future

Technical abilities are no longer the most in-demand skills for the future. CEOs cite the most important skills for the future of their business are...

