

TRINITY COLLEGE DUBLIN PARTNERS WITH IRISH SOFTWARE COMPANY ZARION FOR GLOBAL RESEARCH STUDY ON THE FUTURE OF WORK IN FINANCIAL SERVICES

A team of researchers from Trinity College Dublin have partnered with [Zarion](#), a global leader in Intelligent Work Software based in Ireland, to undertake research about the future of work and the requirements for new work practices and software applications within the financial services industry. The research project is being funded by Enterprise Ireland as part of the Innovation Partnership Programme (IPP).

Dr Joan Cahill from Trinity's School of Psychology who is leading this research alongside Professor Yufei Huang from Trinity's Business School explains further; *"This project uses human factors, operations management, business process analysis and artificial intelligence knowledge to define innovative and human-centred work concepts such as the workplace of the future which will optimise worker wellbeing, safety, productivity and efficiency, using novel 'intelligent work' concepts and allied technology systems. Critically, these systems will deploy artificial intelligence (AI) and Machine Learning (ML) technologies in an ethical manner."*

Gerry O'Connor, CEO at Zarion, comments *"Financial services organisations are experiencing what was set to be 2 to 3 years of change in the industry, in a matter of months. Most of us have experienced the shift towards working remotely with distributed teams. Now, there is a call for stronger focus on employee wellbeing, ethical work practices and responsible business that's good for people, society and sustainable economic success. This research initiative is key to uncovering the important trends which will inform the development of intelligent technologies that will shape the way people work both now and in the future."*

Preliminary research insights uncovered so far:

- **Healthy Work, Wellness & Societal Impact**
Employee wellness is a predictor of organisational performance. Respondents believe that workplace strategies addressing wellbeing have the power to increase job engagement, job satisfaction and productivity.
- **Productivity & Work**
Disorganised, fragmented, imbalanced, and unfair workloads can impact on worker productivity, engagement, and 'the flow state'. Technology may not be the barrier here – when there is insufficient information and poor teamwork, productivity significantly decreases.
- **Performance**
There is a clear link between trust and performance, especially in remote work and teamwork contexts. With the right technology and 'intelligent support', employees can monitor their own performance – as opposed to being monitored by others.
- **Covid-19 / Future of Work**
The future of work involves remote work/collaboration. COVID-19 has not created this – it has accelerated an emerging trend. Employers, workforces, and society are now experiencing the 'future of work' and need to have their say in terms of how remote work and the blended workforce is supported by intelligent work systems. The regulator has a role too – regulation needs to change with the changing work landscape.

Get Involved – Have Your Say

	<p>This is a significant opportunity to support the advancement of new work practices and technology in the Financial Services industry.</p> <p>We are calling for Entry to Mid-Senior level employees in Operational or Human Resource Departments of Financial Services to take part in the research initiative. If interested, please contact Stephen Ralph, Product Manager at Zarion – sralph@zarion.com</p> <p>Alternatively, you can participate in our survey – please see: https://tcdecon.qualtrics.com/jfe/form/SV_1ztWDa0bAAMMH_A1</p>
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More details on the research framework can be found [here](#).

Available Media Assets for Publication

Please contact Zarion PR Team for assets:

- Video: Research Initiative overview with Zarion & TCD Research Team
- Whitepaper: Trinity Whitepaper “Shaping the Future of Work in Financial Services Enterprises,” by Dr. Joan Cahill
- Social Media Video: Preliminary Research Insights

ZARION PR TEAM

Ania Sherlock / asherlock@zarion.com

Louise Goodwin / lgoodwin@zarion.com