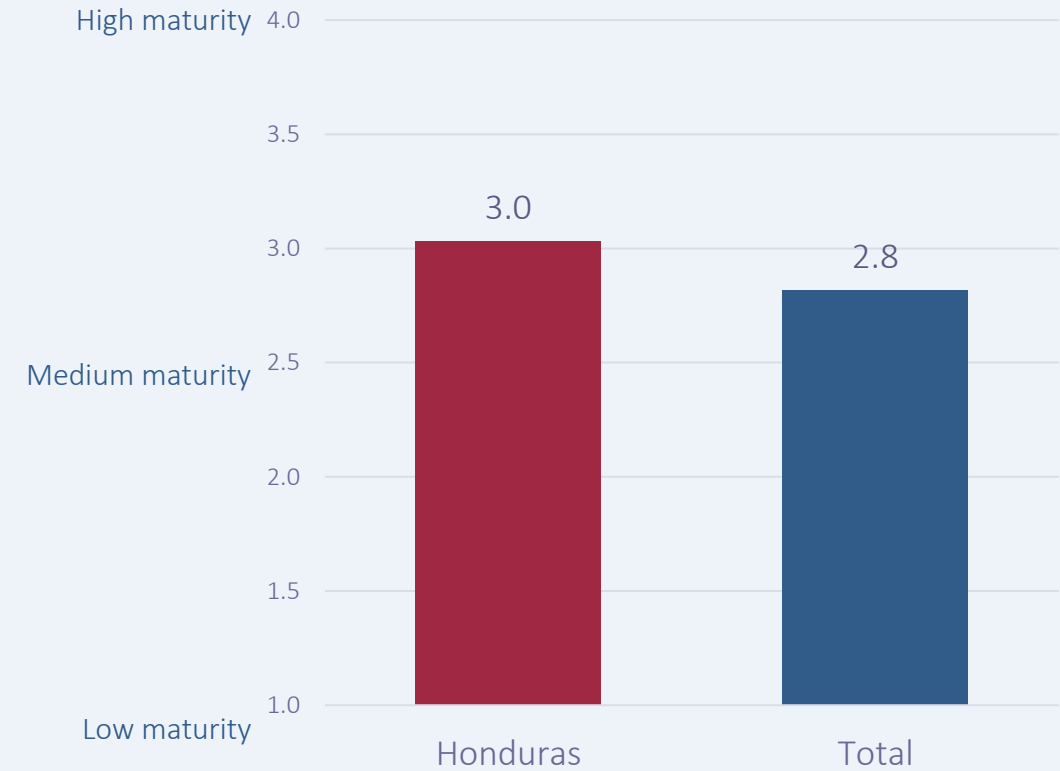
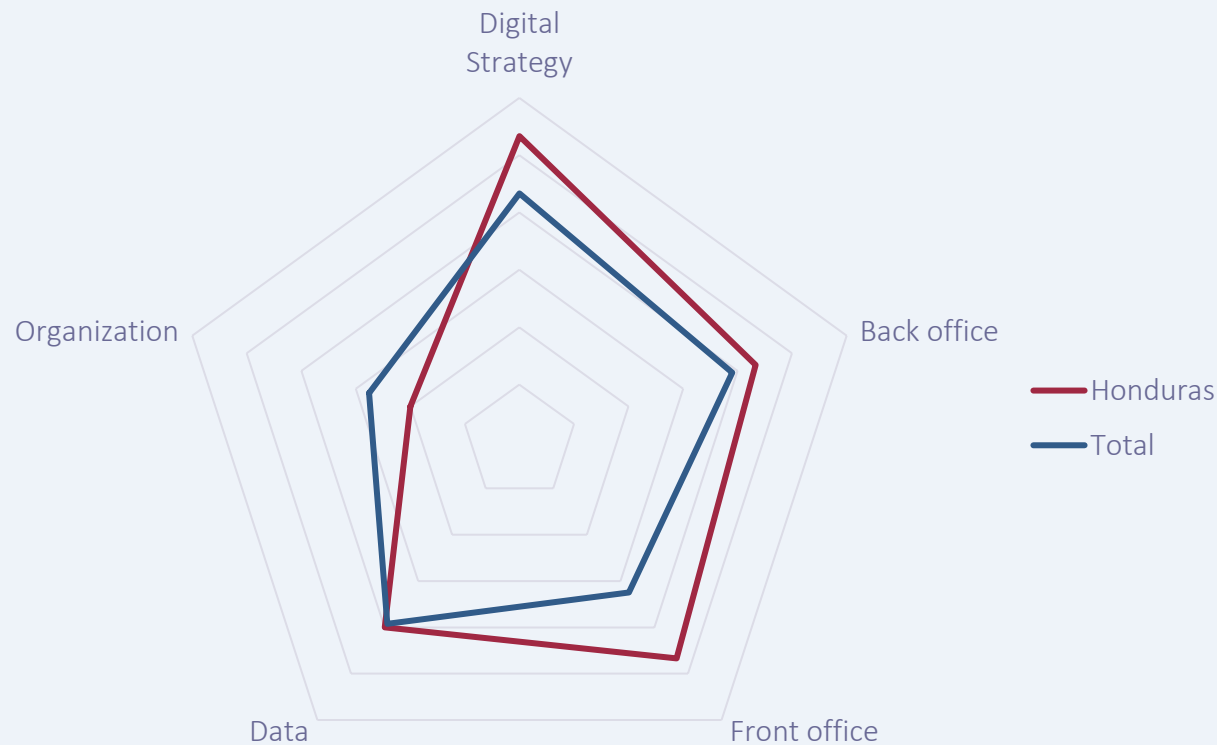


Data and Digital in LAC PES 2022 | Honduras

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Overall self-reported status

All countries & Honduras



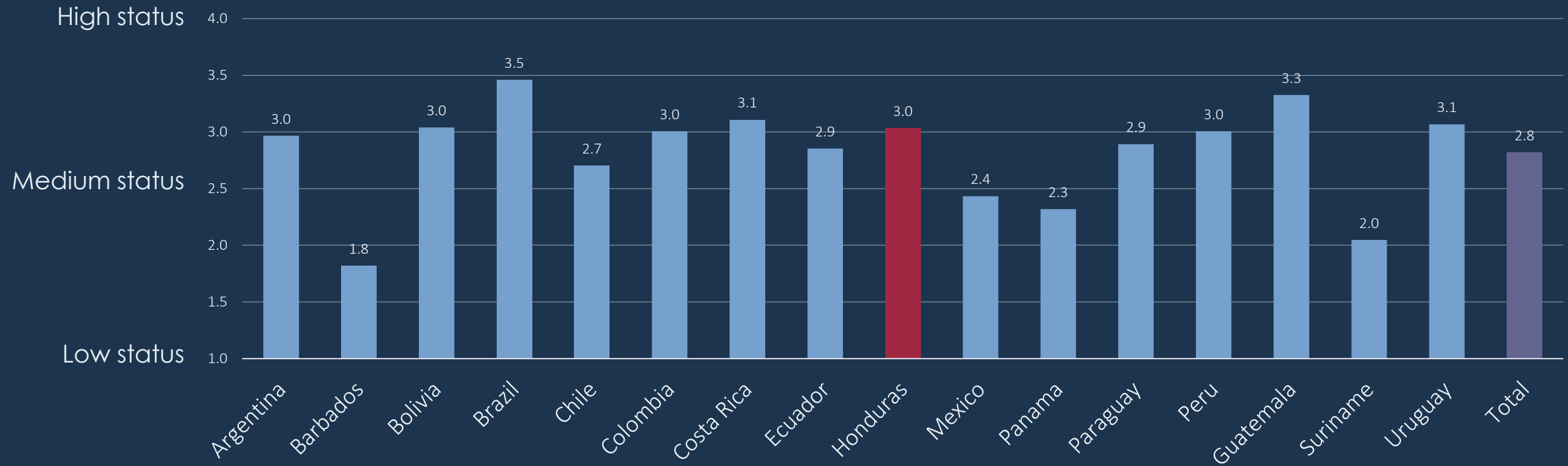
Overall, Honduras scores above average compared to all other countries in 2022. In terms of the individual dimensions, Honduras scores high on the front-office and digital strategy dimensions. Especially the organization is an area of attention.



Results are self-reported and indicate a (perceived) status (not an absolute truth)

Overall self-reported status

All countries & Honduras

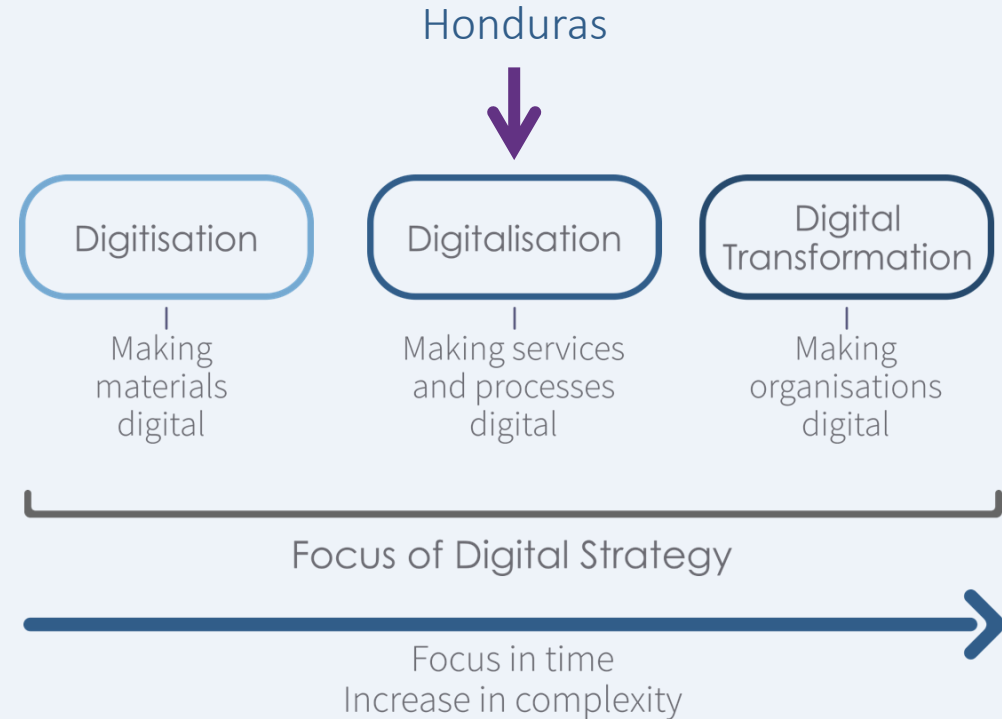
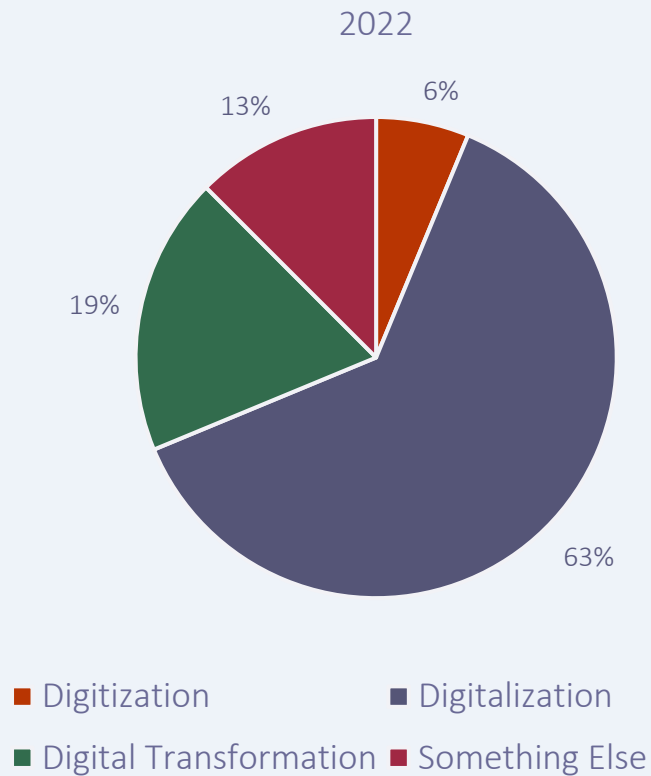


- Honduras is scoring above average in 2022 compared to all other countries.
- Honduras is well scoring (top 9) country.

This implies that Honduras is doing well, but still has much potential to improve its digital maturity.

Focus of digital efforts

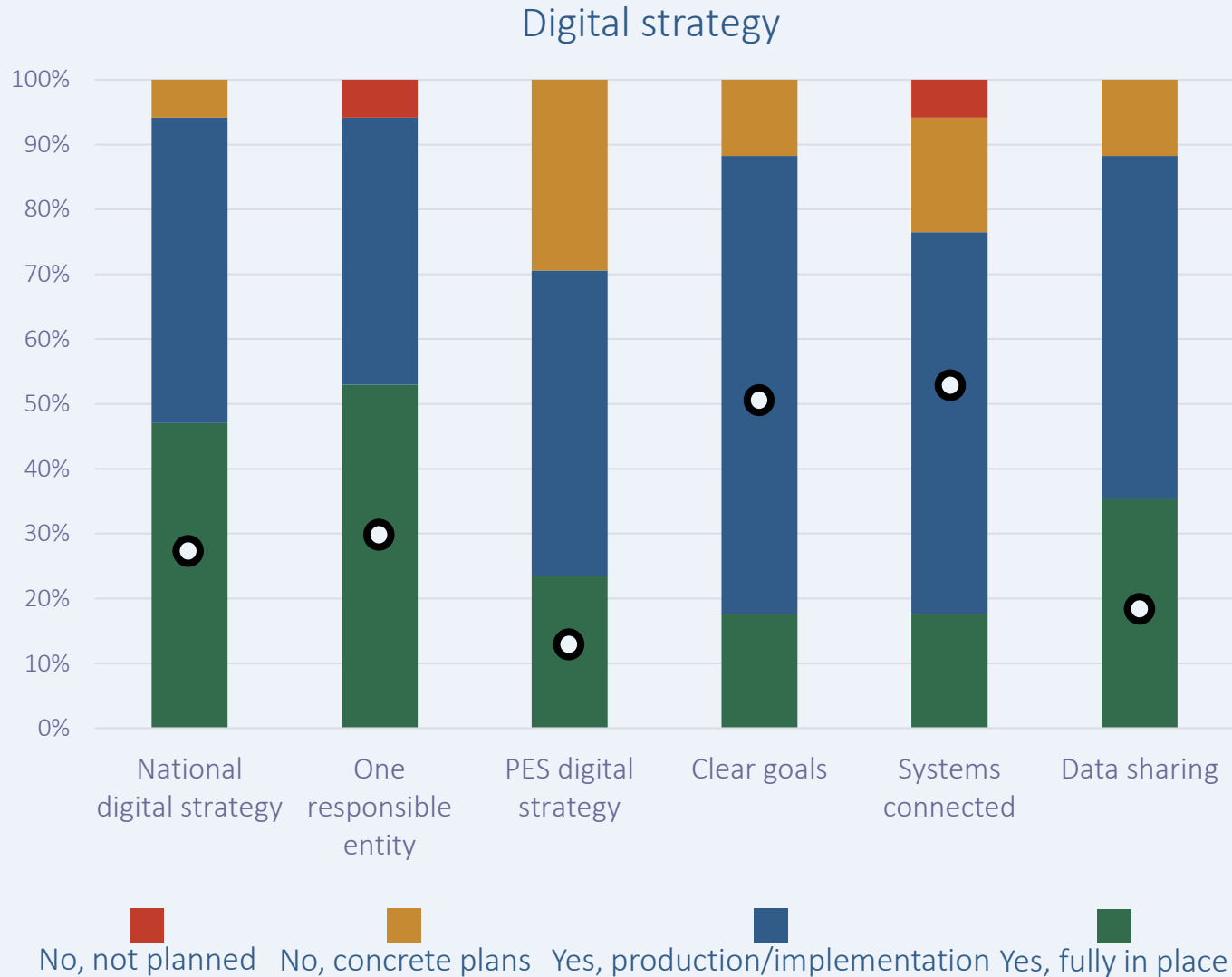
Where are countries in their digital journey?



- Most countries in 2022 focus on digitalization.
- Honduras is also focusing on digitalization of services and processes.
- In this area (as well as its maturity), Honduras has potential to improve.

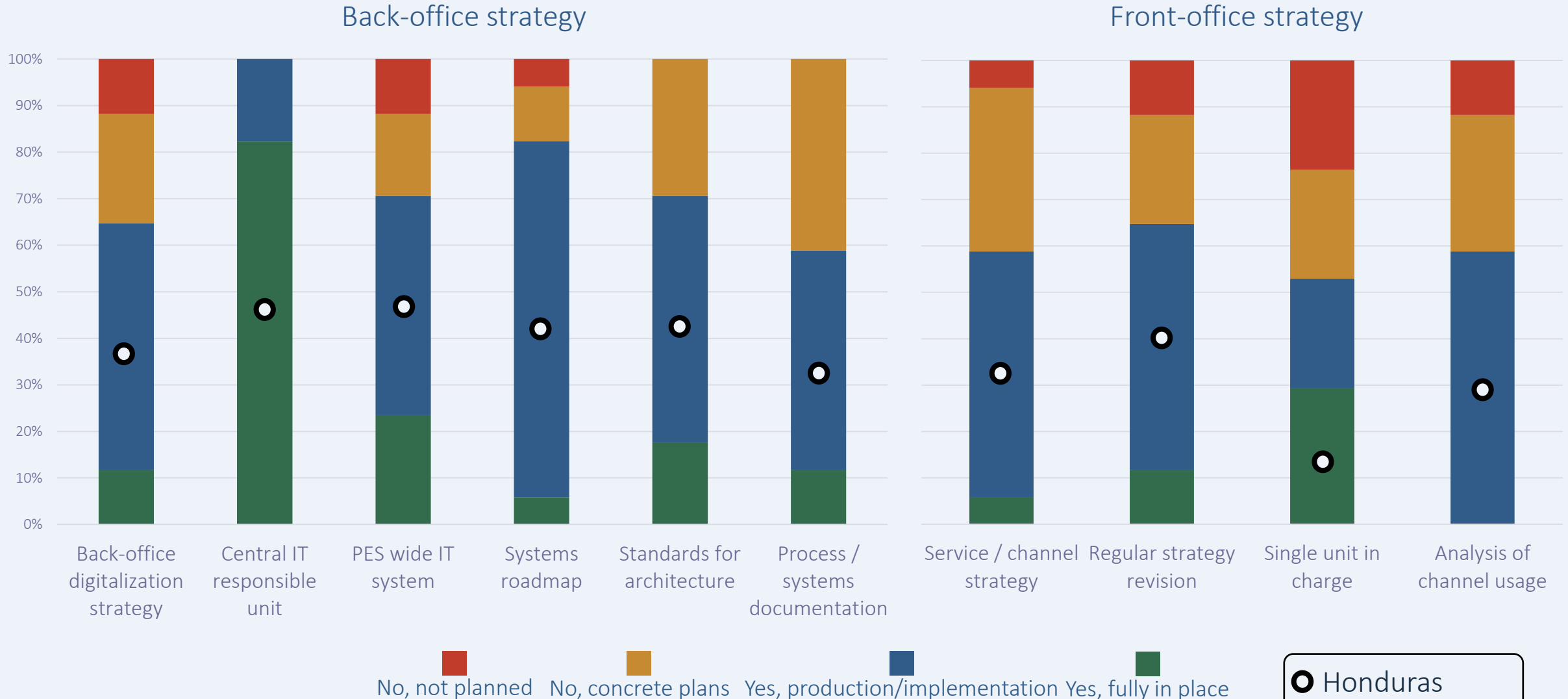
Digital strategy

All countries & Honduras



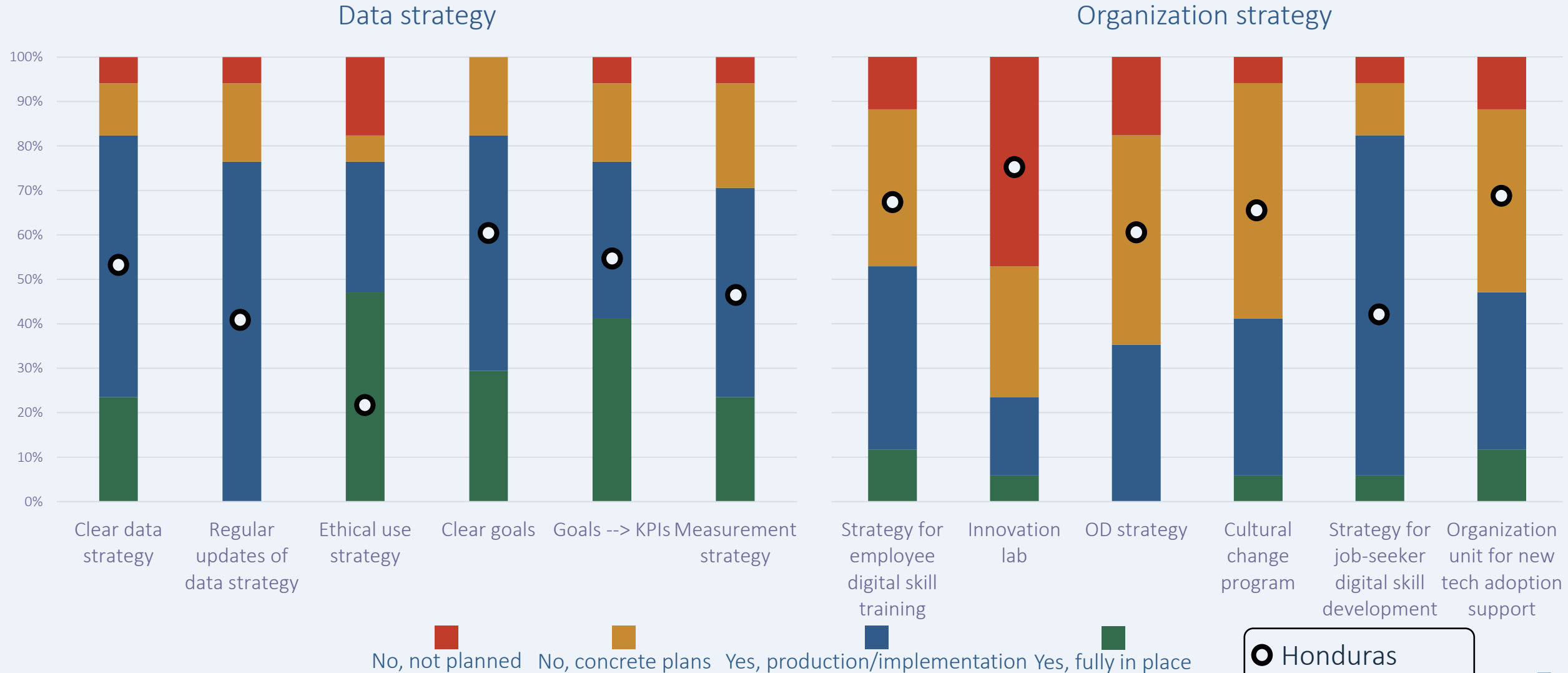
Back-office & Front-office strategy

All countries & Honduras



Data & Organization strategy

All countries & Honduras



Obstacles

Barriers moving forward



← Most important obstacle across the region in 2022 is lack of resources, followed by the lack of a future proof channel strategy.

Lack of data is the least important obstacle, followed by the lack of digital skills.

Honduras lists 13 obstacles as very important.

These obstacles provide opportunities for the country to improve further and strengthen the maturity.



Very Important	
	Siloing
	Lack of knowledge current tech
	Lack of resources
	Resistance towards digitalization
	Lack of vision/strategy
	Lack of data
	Customer resistance
	Legacy systems
	Lack of future proof channel strategy
	Insufficient digital skills
	(Cyber)security
	Privacy & confidentiality
	New work post COVID

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