



Digital and agile controller competencies

Background and key goals

In May 2022, we conducted a survey of 71 Croatian companies, with participants primarily from management positions with a close connection to or owners of controlling processes. The main goal of the survey was to get acquainted with the current state of excellence of processes and competencies in controlling, as well as future development plans, in order to initiate and organize support activities in the market. A particular focus in the research has been placed on the increasingly popular digital and agile competencies.

Key findings

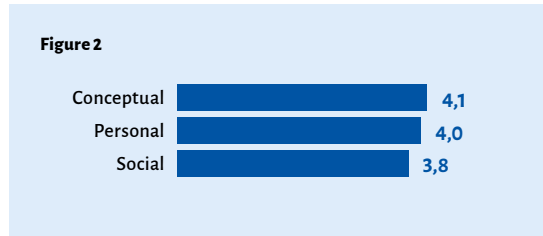
The study used grades from 1 to 5 (1 is the lowest and 5 is the highest score).

1. Controlling processes, Figure 1

Excellence of the controlling processes is rated with an average grade of 3.1 and should be improved by raising awareness of the importance of controlling and better partnership among managers and controllers.

2. Controller competencies, Figure 2

Planned improvements/investments in soft competencies with an average score of 4.0 is significant, especially for conceptual competencies (4.1).



3. Digital and agile competencies, Figure 3

Planned improvements/investments in digital and agile competencies, with an average score of 3.0, is pretty low, and in order to improve it is necessary at the level of individual responsibility (personal, social, and conceptual competencies) to do homework related to the improvement of basic controlling processes.

The main takeaway

Further to the results of the study conducted in Croatia, as the main preconditions for the systematic improvement of digital and agile controller competencies, it is necessary to improve primarily conceptual controller competencies, in order to see the bigger picture and interdependences inside. After that the basic processes in controlling need to be looked at, and only then work on improving the digital and agile controller competencies. ■



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Figure 1



Figure 3

