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Digitalised work: A systematic review of the literature on digitalisation in financial work

Digitalisation has shaped financial services and work processes as well as services and customer products. The finance industry has been a pioneer in the digitalisation of work, making it an important research topic. A systematic literature review explored the financial work process and work research in the 2010s. We found that the published studies report significant changes in the work process and the polarisation of employees in the financial sector. However, there are contradictory observations regarding, for example, the development

of work autonomy. The changes in the content of the digitalised work have been structural factors in the industry and changes in customer behaviour. Digitalisation is used to manage information and customer relationships and to streamline work processes. As work changes, the demand for multiple skills and digital skills has increased, requiring employees to be innovative and self-directed. The results of this literature review demonstrate that digital competence is a key new area of expertise.