

Accelerating AI skills

Preparing the Workforce for Jobs of the Future

November 2023

Artificial Intelligence (AI) is increasingly solidifying its foothold on the tasks that we perform today and is expected to be even more pervasive in the next five years.

To better understand the unfolding of AI technologies in the workspace, Access Partnership collaborated with Amazon Web Services (AWS) to survey over 3,000 workers and 1,300 organizations in the United States. Findings show that AI may be a big boost to the US economy and strong supporting lever to a large share of job task, but there is currently a lack of AI-skilled talent to fully harness this potential.

Artificial Intelligence (AI) taps the power of computers and machines to mimic the problem-solving and decision-making capabilities of the human mind, such as visual perception, speech recognition, decision making and translation of languages.

Top Takeaways:

1 Nearly every organization will become an AI business by 2028.

92% of all surveyed organizations expect to use AI-powered solutions by 2028. Among these organizations, 92% of employers expect the Information Technology (IT) department to be the greatest beneficiary of AI solutions – the highest in this study, followed by the business operations department (86%) and the sales and marketing department (85%). In addition, 64% of employers expect task automation to be the top benefit of AI.

2 Generative AI will transform how we work, with over 80% of respondents expecting to use such tools in five years' time

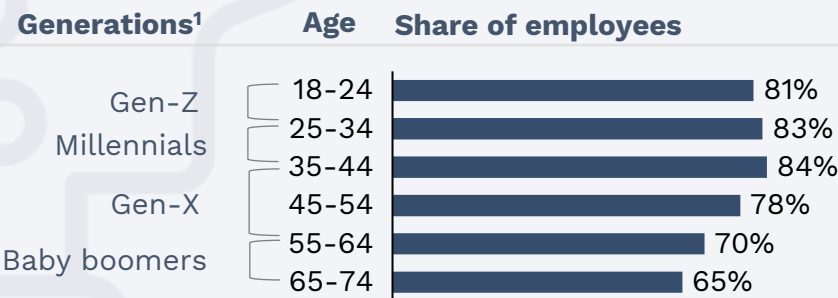
A largely positive outlook on the impact of generative AI has resulted in 93% of employers and 86% of employees stating that they will “somewhat” or “extensively” use generative AI in their organizations in the next five years. Additionally, 97% of employers and 91% of employees can identify at least one benefit from generative AI, even if they don’t plan on using it.

Generative AI refers to a type of AI that can create new content and ideas. Unlike traditional AI systems that are designed to recognize patterns and make predictions, generative AI creates new content in the form of conversations, stories, images, videos, music and more.

3 Acquiring AI skills can boost pay and career benefits, and employees across demographics are interested in doing so

Employers in the US value employees with AI skills and are willing to pay at least 30% more to hire them. Employees, on the other hand, have signaled a strong desire to pick up AI skills to advance their careers. Some heartening stats includes 74% of female respondents and nearly three-quarters of Gen-Xers and Baby Boomers indicating interest in picking up AI skills to advance their careers.

Share of employees interested in picking up AI skills



1. Gen-Z refers to individuals born between the late-1990s to early 2010s, Millennials refers to individuals born between early-1980s to late-1990s, Gen-X refers to individuals born between mid-1960s to early-1980s, Baby boomers refers to individuals born between mid-1940s to early-1960s.

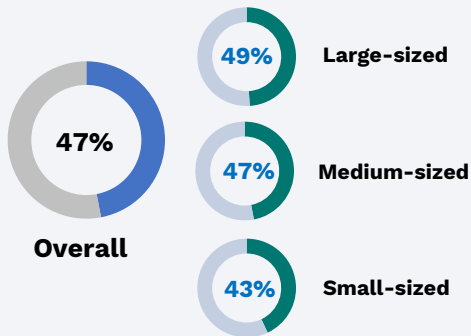
4

The productivity payoff from an AI-skilled workforce will benefit organizations of all sizes, and all types of tech workers will contribute to this

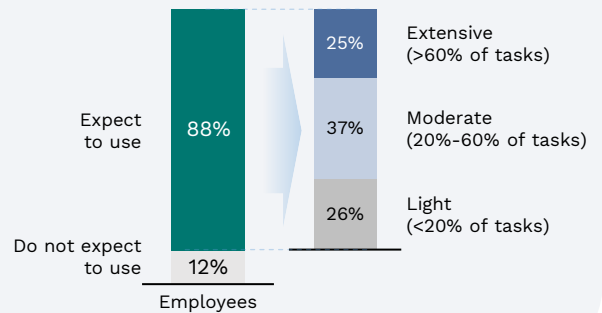
Employers believe that AI can boost productivity by **47%** when AI is fully utilized across all possible work functions. Large-sized firms expect the greatest productivity boost of **49%** compared to medium-sized (**47%**) and small-sized firms (**43%**). The productivity boost will materialize in the next five years, with **88%** of all surveyed employees predicting that they will use some form of AI-powered tools in their jobs by 2028. Nearly **70%** of these employees expect to leverage AI tools moderately or extensively. This trend is observed across all types of tech-workers³, of which ‘non-tech’ workers are expected to use AI-powered tools for at least **30%** of their jobs by 2028.

An AI-skilled workforce will boost productivity

Estimated percentage increase in productivity, by organization size²



Share of employees who expect to use AI-powered tools in their jobs by 2028



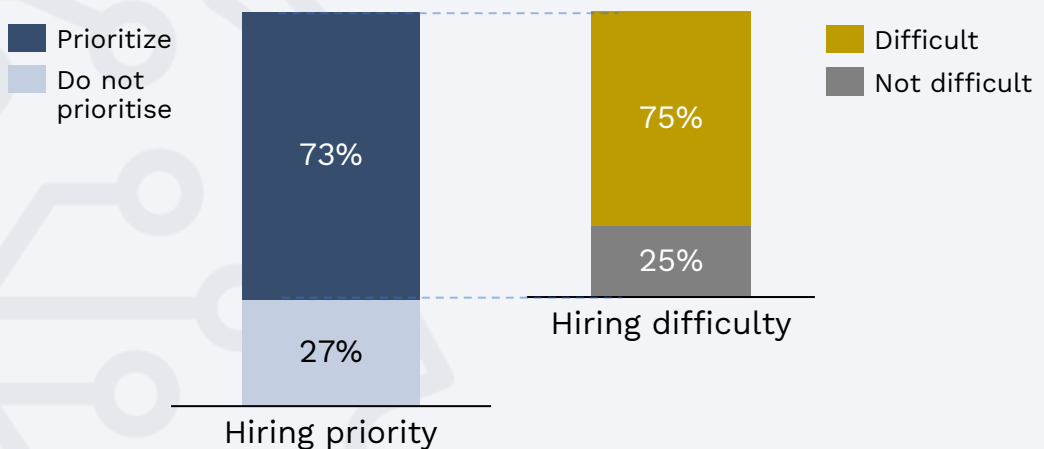
5

Employers want employees with AI skills, but are finding it difficult to hire suitable talent

Three-quarters (73%) of employers prioritize hiring AI talent, but, of these, **75%** of them face difficulty in hiring suitable talent. This could be due to 2 reasons. First, there is a lack of complementary “soft-skills” like critical thinking and creative thinking among employees today, which are essential to using AI-tools effectively. Secondly, there are barriers hindering the provision and acquisition of AI skills by employees such as poor understanding of employees’ AI skill needs (**72% indicating as a top barrier**) and employees lack of knowledge on the type of training programs available (**70% indicating as a top barrier**).

75% of employers who prioritize hiring AI talent, find it difficult to hire suitable talent

Share of employers responding to each option



2. Large-sized firms refer to organizations that have 1,000 or more employees, medium-sized firms refer to organizations that have 100-999 employees and small-sized firms refer to organizations that have fewer than 100 employees.

3. Three types of workers were surveyed: (1) Tech-specialists: employees who develop new technologies and use specialized tech knowledge, (2) Tech-adjacent workers: employees dealing with technological products and services, (3) Non-tech workers: employees who do not require advanced tech knowledge and skills

SOURCE: Survey of 1,340 employers and 3,297 employees in the US; Access Partnership analysis