

# Accelerating AI skills

## Preparing the Workforce for Jobs of the Future

February 2024

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 1,600 employees and 500 organisations in France. Findings show that AI will be a big booster for the French economy and a disrupter of job tasks, but there is a lack of AI-skilled talent to fully harness this potential.

**Artificial Intelligence (AI)** leverages 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 and translation of languages.

### Top Takeaways:

#### 1 Nearly every organisation will become an AI business by 2028

86% of employers are optimistic about the impact of AI on their organisations, and 81% expect to use AI-powered tools throughout their firms by 2028. Employers expect the Information Technology (IT) department (78%) to be the greatest beneficiary of AI solutions-followed by the research and development (76%) and finance departments (75%). In addition, 57% identified task automation to be the top benefit of AI.

#### 2 Generative AI will transform how we work, with over 70% of respondents expecting to use such tools in five years' time

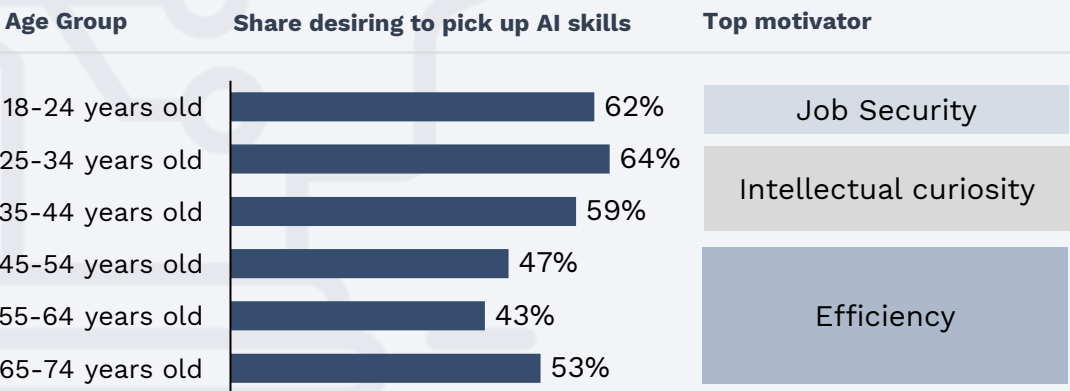
At least 70% of surveyed employers and employees expect to either “somewhat” or “significantly” use generative AI in their organisations in the next five years. Additionally, at least 95% of surveyed employers and employees can identify at least one benefit from generative AI, even if they don’t plan on using it.

**Generative AI** refers to a type of AI that can help create new ideas and content in the form of conversations, stories, images, videos, music and more – unlike traditional AI systems which are designed to recognise patterns and make predictions.

#### 3 Acquiring AI skills can boost pay and career benefits

Surveyed employees in France feel positively about the impacts of AI, and at least half of all surveyed employees are keen on developing AI skills for career advancement. Top motivators to pick up AI skills vary across age groups, with employees aged 18-24 years being most motivated by the desire to increase job security, employees aged 25-44 are the most motivated by the desire to expand their knowledge, and individuals aged 45-74 are the most motivated by the desire to increase work efficiency. In addition to increasing work efficiency, AI skills can also increase salaries for workers, as employers are willing to pay up to 31% more in salaries for AI-skilled workers.

Share of surveyed employees interested in AI upskilling and motivations, by age

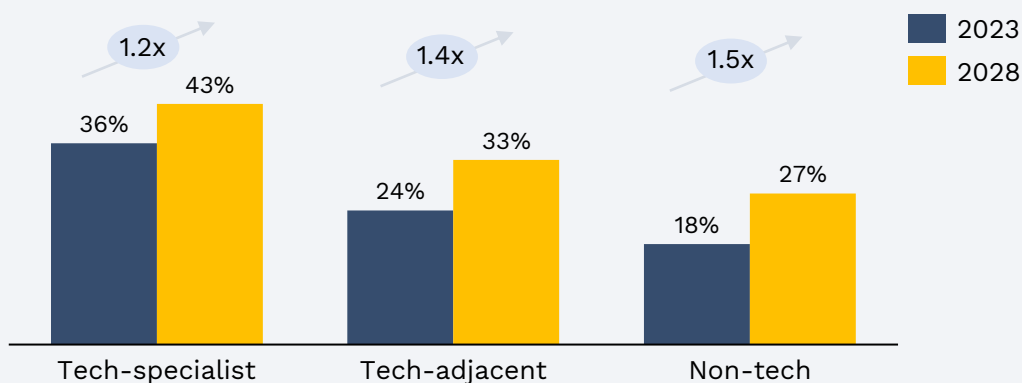


## The productivity gains from an AI-skilled workforce could be immense

In our survey, employers in France believe that AI can boost productivity by **42%**, while employees believe that AI can make tasks **38%** more efficient. The full extent of AI productivity gains are expected to be felt in 2028, with all levels of tech workers expecting to contribute. In particular, the use of AI tools by non-tech workers is expected to increase by **1.5x** – the highest across all levels of tech workers<sup>1</sup>.

### Use of AI tools by non-tech workers expected to increase by 50 percentage points by 2028

Expected share of job tasks completed using AI-powered tools by type of tech workers in 2023 and 2028

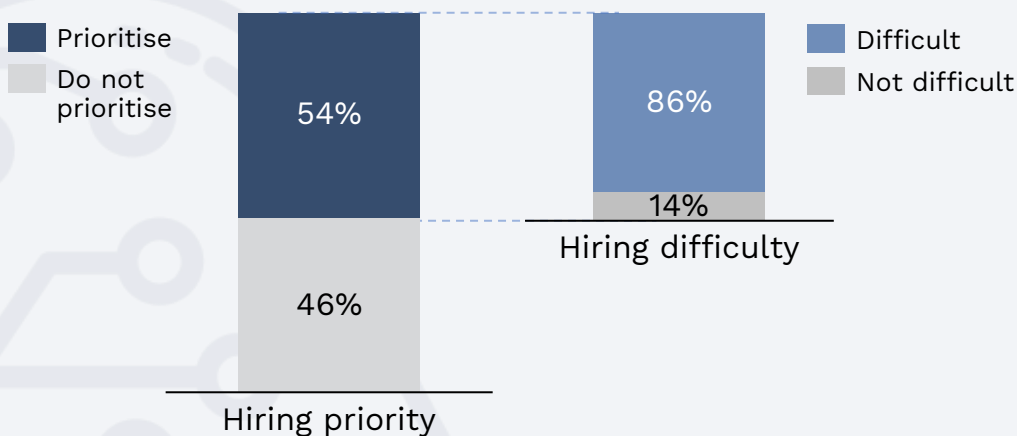


## 5 AI skilled talent is scarce, despite high demand from employers

**More than 50%** of surveyed employers prioritise hiring AI talent. However, **86%** of them face difficulty in finding skill-ready talent due to challenges that include a lack of complementary skills among the existing workforce, like critical and creative thinking, which are essential to using AI tools effectively. Other challenges also hinder AI upskilling efforts, such as employers' lack of knowledge of how to implement an AI workforce training program (**71% citing as a top barrier**), and employees' lack of awareness of available AI training programs (**66% citing as a top barrier**).

### 86% of surveyed employers who prioritise hiring AI talent find it difficult to hire skilled workers

Share of surveyed employers responding to each option



1. Three types of workers were surveyed: (1) Tech-specialists: employees who develop new technologies and use specialised 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.