

# The Evolving Workplace:

## impact of AI on the Australian workforce

Australia's workers have mixed feelings about AI's impact

**49%**

Younger workers\* are the most positive

**33%**

Older workers\*\* are the least positive

41%

Positive

19%

Negative

40%

Unsure



## Will AI replace many work roles within 20 years?

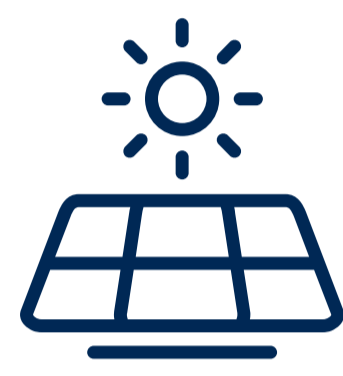
Yes:

34% overall

39% decision makers

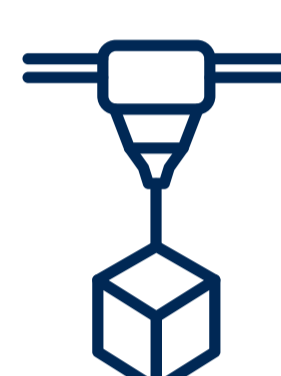
## It's not all about AI...

AI taking over our jobs is only the third highest prediction for how technology will evolve over the next 20 years - the top 2 were:



45%

Solar-powered everything



34%

3D print everything

## Will AI take my job or make my job easier?

	Overall	Decision makers	Younger workers
Take my job	24%	25%	22%
Make it easier	40%	39%	42%



## Why are decision makers excited about AI?

43% are most excited by the ability AI can have to free up their time.

43%

Freeing up my time

33%

Quality assurance

32%

Efficient meetings

31%

Learn new skills

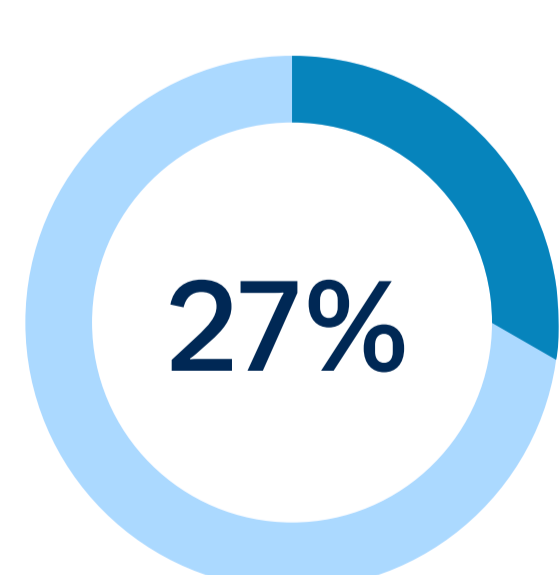
28%

Allow me to be more creative

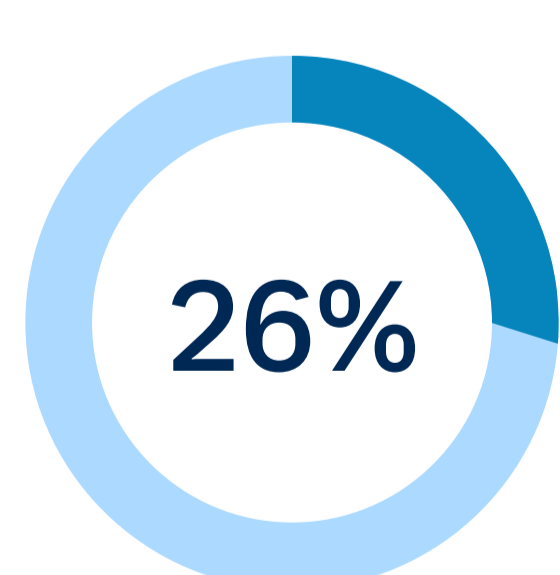
28%

Efficient customer service

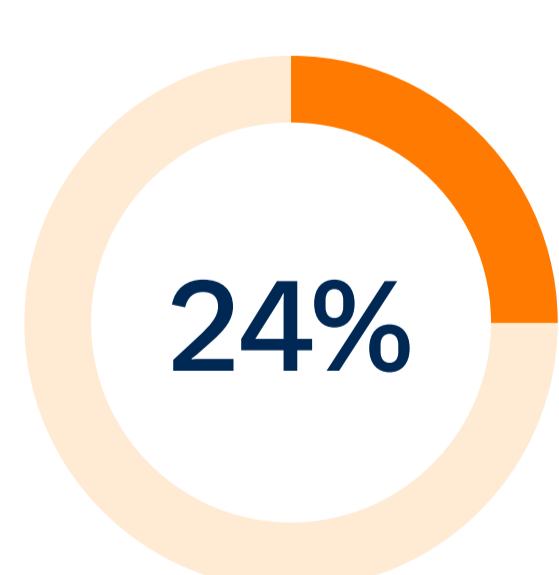
## What are the 3 most valuable capabilities of AI?



Virtual assistance



Note-taking and transcription



Knowledge management

## How good is AI?

For workers who already know of AI being used in their industry:

51% mixed feelings about quality of the work produced

36% felt good about it

2% quality was poor and not worth the oversights and edits needed

\* 21-34 years old \*\* over 45 years old

Research data from a RingCentral and Ipsos survey of 1,000 Australian residents aged 21-65, conducted in January 2023. All respondents are currently full-time workers (defined as working full-time, having 2 part-time jobs, or being full-time self-employed).