JOBS AND AI ANXIETY

The future of work: Adapting to technological change
“People and their relationship with technology, or — more specifically — how they work with and apply technology in new and imaginative ways, will help define the new world of work.”

— Paul McDonald, senior executive director, Robert Half
5 TRANSFORMATIVE TECHNOLOGIES

- The Internet of Things (IoT)
- Cloud services
- Immersive tech (extended reality)
- Business process automation
- Artificial intelligence and machine learning
WHAT ALL 5 TECHNOLOGIES HAVE IN COMMON

They are already in use in some sectors today but that is just the tip of the iceberg as to how far they’ll go in changing the nature of work.

They all result in a better use of talent because they free up people for more important, strategic and interesting work.
BUSINESS PROCESS AUTOMATION

29% Don’t expect to use within 5 years

48% Expect to use in 3–5 years

24% Currently using

Source: Robert Half surveys of more than 1,200 managers in the United States. Total does not equal 100 percent due to rounding.
AUTOMATION IN THE OFFICE

- Software bots for data entry and records reconciliation
- Travel and expense management
- Employee onboarding
- IT user provisioning
ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

26% Don’t expect to use within 5 years

50% Expect to use in 3–5 years

24% Currently using

Source: Robert Half surveys of more than 1,200 managers in the United States.
AI + Humans = Symbiotic Computing
MORE AI USES

Robo-advisors offer digital financial expertise
AI agents manage appointments and respond to simple email requests
Execs use AI to select the right business cases
AI-powered tools unlock data to reach consumers
Legal teams tap AI for discovery and trial strategies
MACHINE LEARNING (ML)

The ability for computers to act without being explicitly programmed. **ML uses information from:**

- Real-world interactions
- Social media activity
- Browsing history
- Purchasing history
IMMERSIVE TECHNOLOGIES
IMMERSIVE TECHNOLOGIES

VIRTUAL REALITY

- Currently using: 18%
- Don’t expect to use within 5 years: 37%
- Expect to use in 3–5 years: 45%

AUGMENTED REALITY

- Currently using: 16%
- Don’t expect to use within 5 years: 41%
- Expect to use in 3–5 years: 42%

Source: Robert Half surveys of more than 1,200 managers in the United States. Total does not equal 100 percent due to rounding.
CLOUD SERVICES

6%
Don’t expect to use within 5 years

27%
Expect to use in 3–5 years

66%
Currently using

Source: Robert Half surveys of more than 1,200 managers in the United States. Total does not equal 100 percent due to rounding.
CLOUD SERVICES

Software as a Service (SaaS)

Infrastructure as a Service (IaaS)
CLOUD SERVICES

Platform as a Service (PaaS)

AI as a Service (AIaaS)
THE CLOUD AS JOB CREATOR

- Cloud engineer
- Cloud security expert
- Cloud business analyst
- Cloud content strategist
- Cloud project manager
- Cloud marketing manager
- Cloud compliance officer
- SAP HR specialist
- In-house counsel, cloud computing
- Office 365 administrator
THE INTERNET OF THINGS (IoT)

33% Currently using

47% Expect to use in 3–5 years

20% Don’t expect to use within 5 years

Source: Robert Half surveys of more than 1,200 managers in the United States.
THE INTERNET OF THINGS (IoT)
THE INTERNET OF THINGS (IoT)

Total number of active device connections worldwide

Number of global active connections (installed base) in Bn

Note: Non-IoT includes all mobile phones, tablets, PCs, laptops, and fixed line phones. IoT includes all consumer and B2B devices connected — see IoT breakdown for further details. Source: IoT Analytics Research 2018
HOW JOBS WILL CHANGE

Tech innovations will do two things:

Create more jobs

Create jobs that are more satisfying
JOBS AND AI ANXIETY

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