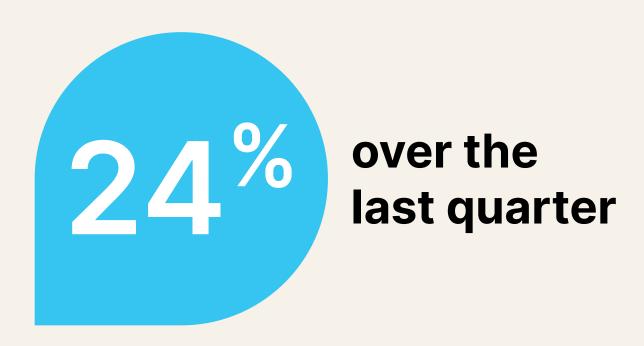
New trends in Aluse at work

by the WORKFORCE LAB at Slack

Al use at work rose





One in four desk workers have tried Al tools as of January 2024



One in five desk workers had tried Al tools as of September 2023



Of those who have used Al and automation tools at work, around



say this technology is already improving their productivity

Common work tasks where Al is providing the most value



Writing assistance



Summarization



Automation of workflows

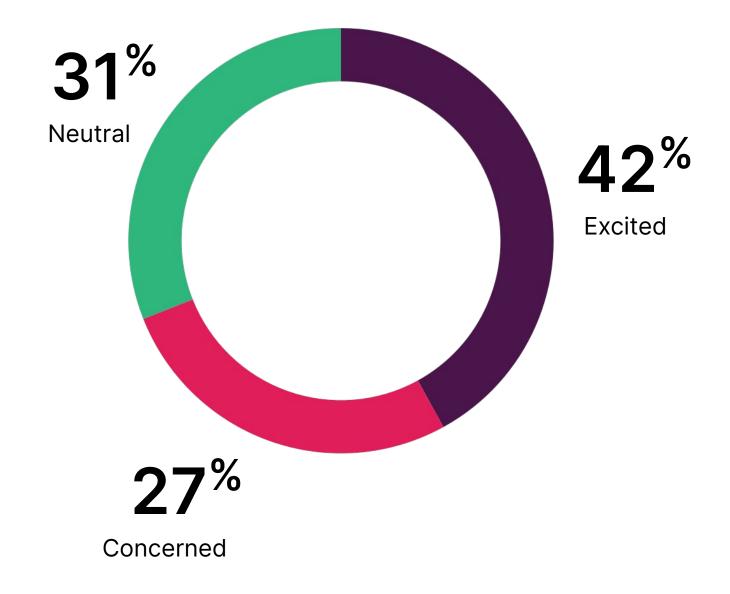


Research to learn about new topics



And yet, desk worker perceptions of Al remain mixed

How do you feel about the idea of Al and automation handling tasks from your current job?









of executives say they feel a level of urgency to integrate Al tools into their organization

Top benefits executives are most looking forward to from integrating Al



Increased efficiency and productivity of employees



Data-driven decision making

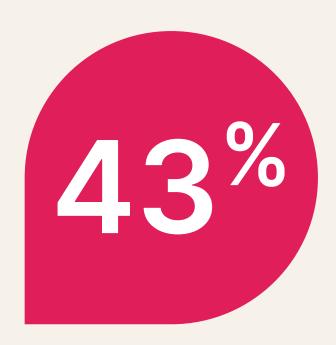


Innovation of products and services



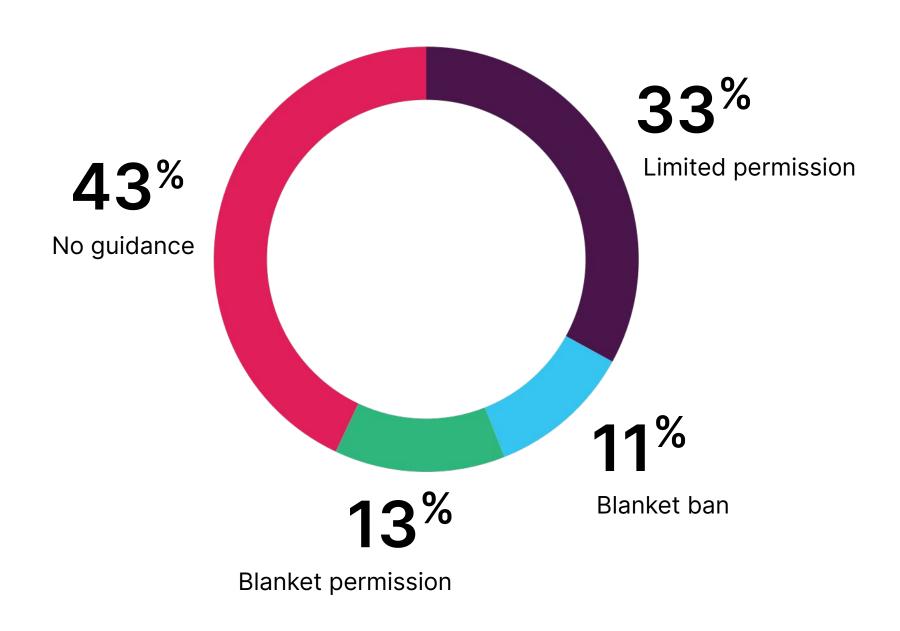
Cost reductions





of desk workers haven't received guidance on how to use Al tools at work

What stance does your company leadership currently take around Al use at work?







Desk workers at companies with clear Al guidelines are nearly



Percentage of desk workers who have used AI for work

No guidelines - My leadership hasn't given any guidance about using Al



Blanket ban - We are not allowed to use Al for any work-related tasks



Guidelines are clear -We are allowed to use Al (limited or unlimited)

46%







"The majority of people who are using AI and automation are already starting to experience productivity gains. But the data indicates that failing to provide guidance or instruction on AI may be inhibiting your employees from giving it a try. If you're looking to ready your workforce for the AI revolution, you can start by providing guidelines for how AI can be used at work."

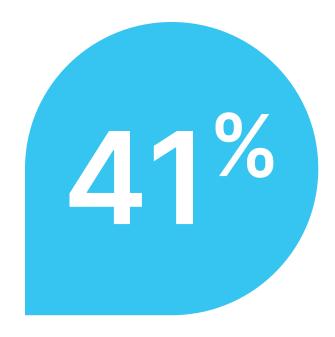
Christina Janzer

Senior Vice President of Research and Analytics, Slack



Al and automation could help people refocus on higher value work

On average, desk workers report spending



of their time at work on tasks that are "low value, repetitive, or lack meaningful contribution to their core job functions"





The more time you spend on low-value tasks, the more excited you are about Al

How do you feel about Al handling tasks from your current job?









"We all have tasks to complete that aren't part of our job description but are necessary to keep things running smoothly. It's the 'work of work.' But if the average desk worker is spending two full days each week on this 'work of work,' that's a problem — and an opportunity. In this pivotal moment, implementing AI and automation tools that are trusted, intuitive, and embedded in the flow of work is key to recalibrating energy at work toward the activities that will move the needle."

Christina Janzer

Senior Vice President of Research and Analytics, Slack





Al Fast Facts		***					
Percentage of desk workers who have used Al for work	26%	35 %	22 %	27 %	18%	28%	26%
Percentage of desk workers who have used automation for work	34%	40%	32%	39%	20%	31%	33%
Percentage of Al and automation users who are seeing productivity gains	80%	79 %	71 %	76 %	67%	79 %	77 %
How do you feel about the idea of Al and automation handling tasks from your current job?	42 [%] excited 31 [%] neutral 27 [%] concerned	48 [%] excited 29 [%] neutral 23 [%] concerned	44 [%] excited 23 [%] neutral 33 [%] concerned	42 [%] excited 37 [%] neutral 22 [%] concerned	53 [%] excited 33 [%] neutral 14 [%] concerned	41 [%] excited 31 [%] neutral 28 [%] concerned	40% excited 31% neutral 29% concerned
What work-related tasks are Al tools most useful for today?	Writing assistance Automation Summarization	Writing assistance Automation Summarization	Writing assistance Automation Summarization	Automation Writing assistance Summarization	Automation Summarization Research	Writing assistance Automation Summarization	Writing assistance Automation Research
Which tasks would you most prefer to minimize or eliminate with the help of Al and automation?	Paperwork/data entry Updating of systems/files Writing summaries/notes	Paperwork/data entry Writing summaries/notes Updating of systems/files	Paperwork/data entry Updating of systems/files Email/message management	Paperwork/data entry Writing summaries/notes Updating of systems/files	Paperwork/data entry Updating of systems/files Email/message management	Paperwork/data entry Updating of systems/files Writing summaries/notes	Paperwork/data entry Updating of systems/files Redundant reporting



Al Fast Facts

