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CIPD People and machines: from hype to reality research report 2019



Unleashing the potential of AI and automation



Nearly a third of UK organisations (32%) have invested in AI and automation in the last five years Among employers that have introduced AI and automation, more than two-fifths (43%) say it has created jobs and slightly fewer (40%) say it has eliminated them

5 years

61% of employers that have introduced AI and automation said employees need more skills and knowledge as a result (11% said less) and 41% said it gives employees more control over working hours (only 9% said less control)

Al is reshaping work for employees



43% of case study employees said they spend more time on learning new things (6% saw a decrease)

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A third (33%) said there was an increase in the number of interesting tasks (6% saw a decrease)

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Departments most likely to be

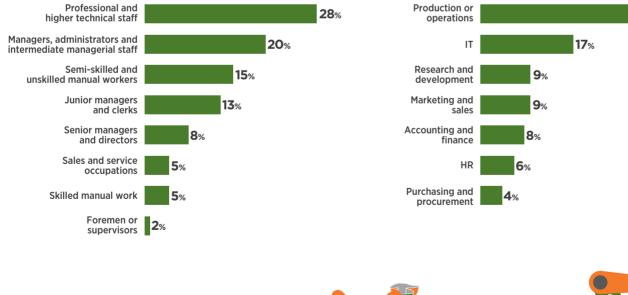
affected by AI and automation:

Over a quarter (28%) said they were completing more complex tasks (13% saw a decrease)

32%

Who is most affected?

Job roles most and least likely to be affected by AI and automation:



HR is the department least likely to be involved in investment decisions (55%) for AI and automation and in the implementation (45%). $\mathsf{HR} \underbrace{\textcircled{}}_{\bigcirc} \longrightarrow \underbrace{\textcircled{}}_{\bigcirc}$

To read the full report visit cipd.co.uk/peopleandmachines

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