



BRIDGING THE AI DIGITAL DIVIDE

How access to training and tools “in the moment” can help ensure everyone wins in the AI race

4,543
workers
SURVEYED



The emergence of artificial intelligence (AI) – and in particular, generative AI (GenAI) – has the potential to be as transformative as the internet. The World Economic Forum’s Future of Jobs Report 2023, says nearly a quarter of all jobs (23%) globally will change in the next five years, with AI being a major driver behind this large-scale shift.



23%



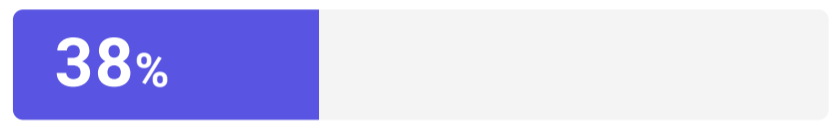
With so much disruption afoot, we at CYPHER Learning wanted to understand how workers feel about this technological future; their hopes for how AI can shape their lives, and any concerns they may harbor.

Key survey findings

AI’s impact on roles

78% of workers think AI will have an impact on their role within the next two years

- with 38% thinking they will have to retrain as their jobs will be obsolete



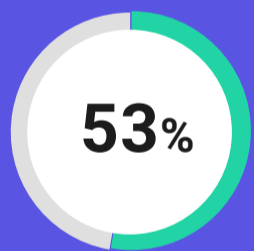
62% of workers say new technologies are reshaping their role for the better

- with 46% saying AI specifically is making their job easier

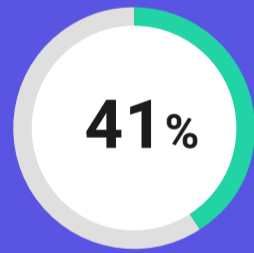


AI skill development

73% of workers say they believe having AI skills will be important to their role over the next five years, but only 25% have had training in this area.



53% of workers enjoy experimenting with AI



41% of workers have used GenAI at work



33% think AI in the workplace should be banned

Concerns

However, 57% of over 55s feel like they’re aging out of the workplace

45% of all workers believe AI will impact future job security



The data indicates the UK lags behind the US and Mexico in terms of adoption of AI, and UK respondents were also less likely to report having felt the benefits of the technology. The same is true of women, older workers and those in manual or clerical positions who have also had fewer opportunities to benefit from and experiment with AI in the workplace.

The findings underscore the need for relevant, personalized and timely training to ensure everyone can adapt to and benefit from technology – especially AI. Only by creating a culture of continuous learning can we ensure that digital divides do not further deepen.

Read the full CYPHER Learning report, Bridging the AI digital divide.

[Download the report](#)