

Preparing UK&I employees for an AI-powered future

Understanding perceptions of the future of work

ServiceNow recently surveyed 1,250 workers across the UK and Ireland to better understand their current skills, their thoughts regarding new and emerging technology, and ultimately, how prepared our workforce is for the future.

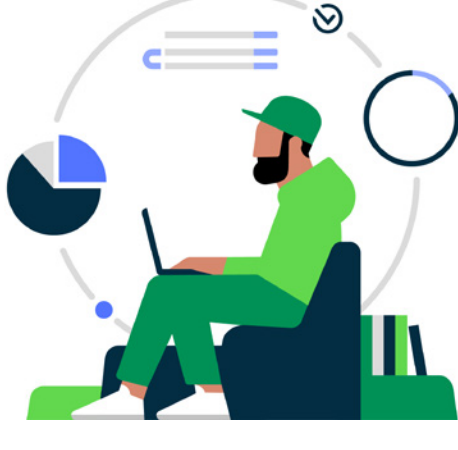


What we found

In the UK...

78%

of workers agree digital skills provide a vital edge in business.



But more needs to be done to develop those skills in the workforce...



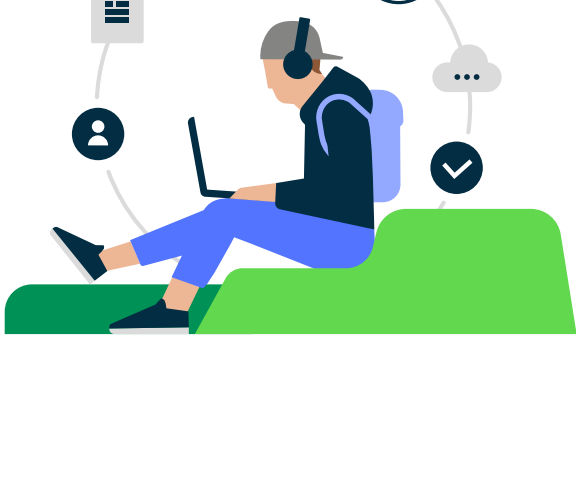
41%

of workers feel they don't have the technical abilities required to work alongside AI systems yet.

And education systems aren't doing their job...

54%

of workers say education didn't prepare them for the workforce.



AI is already playing a significant role in today's workforce

Workers already use or plan to use AI:

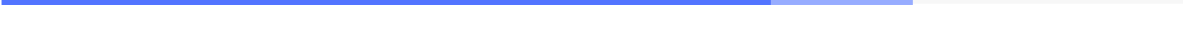
To draft emails or social media posts (UK: 69%, Ireland: 79%)



To create Excel formulas (UK: 68%, Ireland: 80%)



For idea generation and brainstorming (UK: 65%, Ireland: 77%)

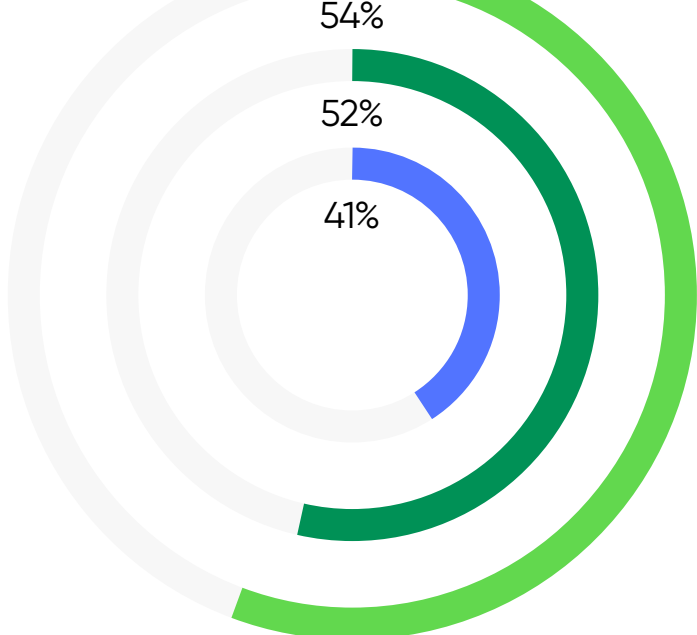


According to UK workers, there's a gap between skills taught in schools vs what's needed at work

54% say their formal education did not prepare them for working life

52% wish they had a better understanding and skillset to use today's technologies

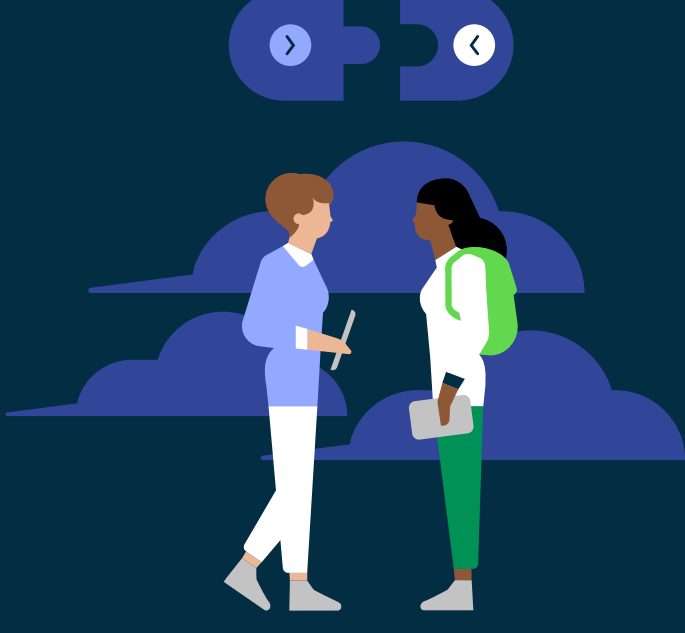
41% feel they lack the technical ability to work alongside AI systems



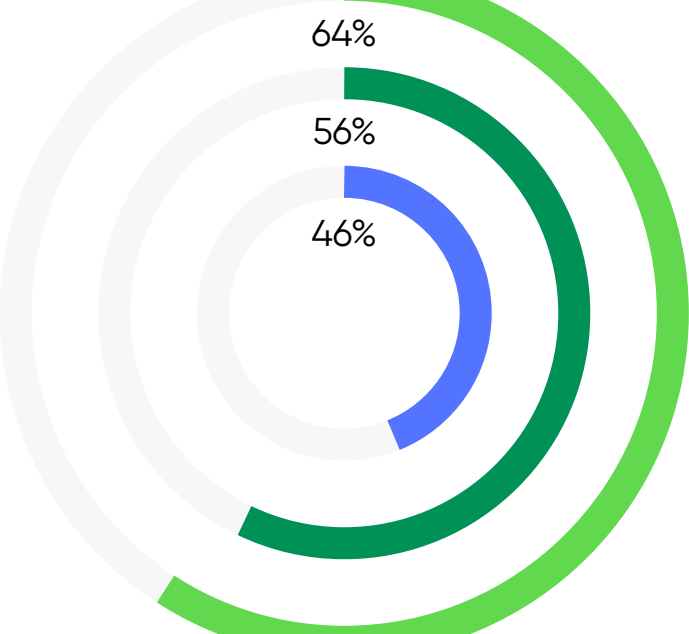
AI and coding should be taught in schools to better prepare the next generation

72%

of UK workers agree there should be a standard digital skills qualification employers recognise



According to UK workers, businesses must empower employees with digital skills to thrive in the future workplace



64% are excited by the prospect of developing digital skills throughout their career

56% believe businesses have a responsibility to promote the development of AI skills in the workplace

46% find it difficult to fit digital skills around their work schedule