

APA's Work in America Survey: Frontline Worker's Perception About AI and Technology

**Office of Applied Psychology
Science Directorate
American Psychological Association**

Beth M. Schwartz, PhD & Mark Chan, PhD

April 2024

Unveiling The Dark Side Of Artificial Intelligence In The Job Market

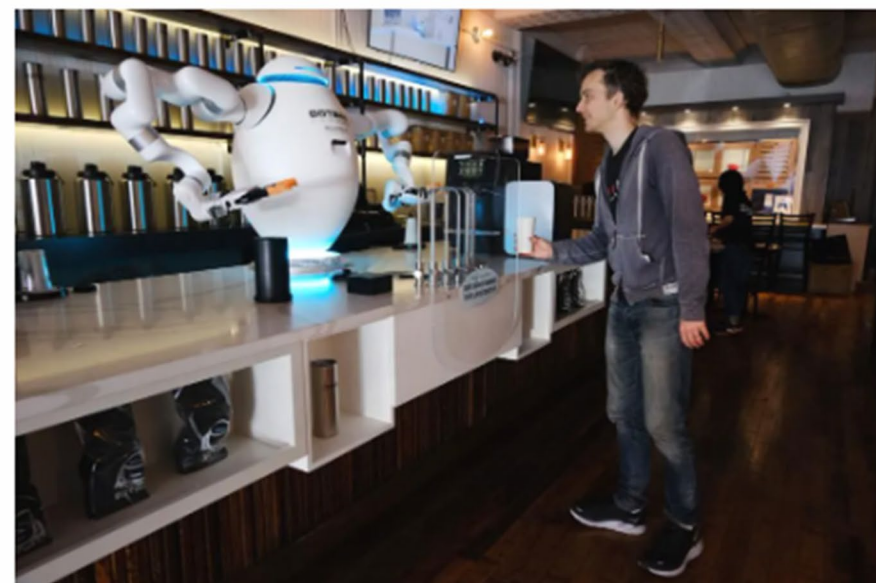
Elijah Clark Contributor

I'm an AI automation marketing advisor writing about AI and innovation

Follow



Aug 18, 2023, 12:59pm EDT



NEW YORK, NEW YORK - MAY 31: A two-armed robot called "ADAM" prepares a cup of coffee for a customer ... [+] GETTY IMAGES

Will AI Augment Or Replace Workers?



Guy Yehiav Forbes Councils Member

Forbes Technology Council

COUNCIL POST | Membership (Fee-Based)

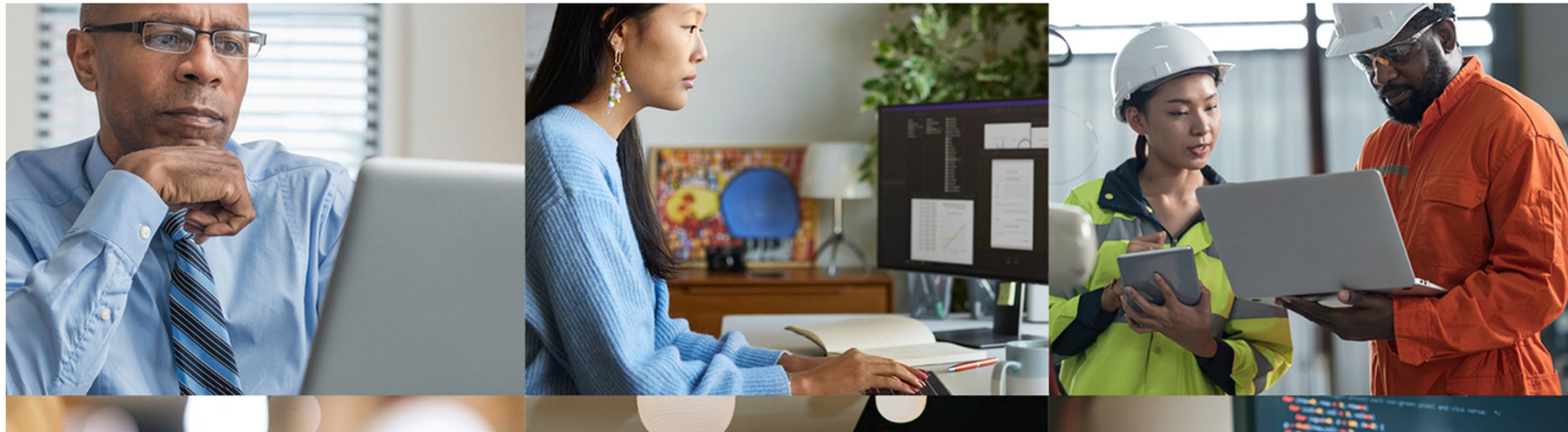


Aug 8, 2023, 06:45am EDT

“The impact of AI in the job market is not evenly distributed across industries. While some sectors may experience significant job displacement, others may see minimal disruption or even job growth. Industries that rely heavily on manual labor or routine tasks are particularly vulnerable to AI automation. This imbalance exacerbates the divide between high-skilled and low-skilled workers, contributing to income inequality. Displaced workers often struggle to find suitable alternative employment, further exacerbating the problem.”

2023 Work in America Survey

Artificial intelligence, monitoring technology, and psychological well-being



The nature of work has been changing rapidly for many of us. With new developments in technology, economic conditions, workplace culture, and other factors, this pace of change shows no signs of slowing down.

PERCENTAGE OF WORKERS REPORTING CERTAIN MENTAL HEALTH CONCERNS BY WORRY ABOUT AI MAKING SOME/ALL JOB DUTIES OBSOLETE



■ Not worried about AI ■ Worried about AI

Agree that their work has a negative impact on their mental health

29%

51%

Agree employer thinks workplace environment is a lot mentally healthier than it actually is

48%

66%

Mental health poor or fair (as opposed to good or excellent)

25%

33%

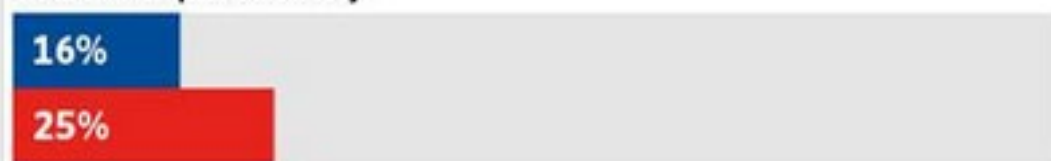
PERCENTAGE OF WORKERS REPORTING FEELINGS OFTEN ASSOCIATED WITH BURNOUT BY WORRY ABOUT AI MAKING SOME/ALL JOB DUTIES OBSOLETE

■ Not worried about AI ■ Worried about AI

Feel tense or stressed out during workday



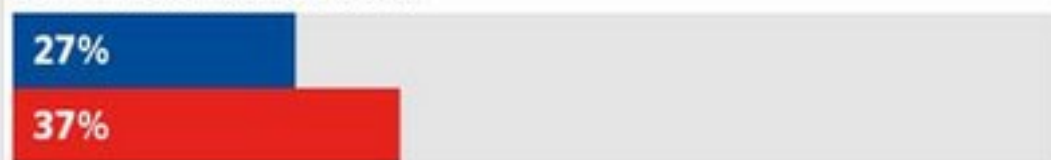
Feel lower productivity



Feel irritability or anger toward co-workers or customers



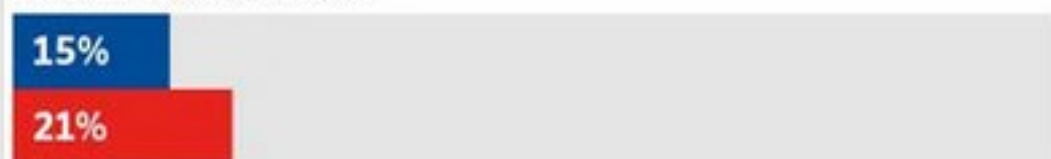
Feel emotional exhaustion



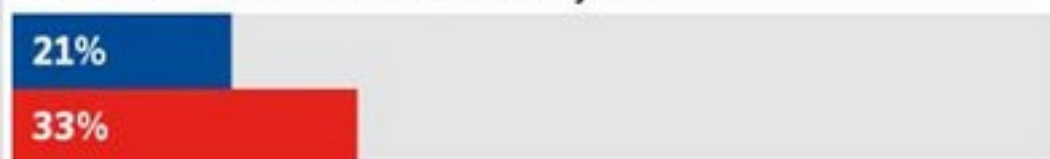
Desire to keep to themselves at work



Feel ineffective at work



Do not feel motivated to do their very best

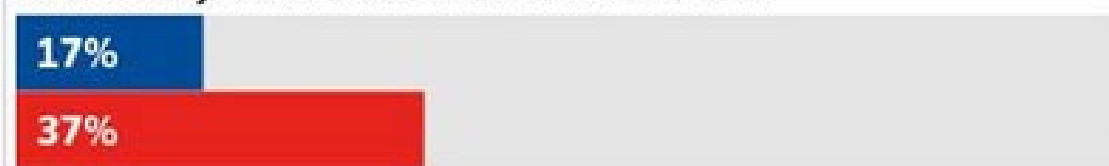


PERCENTAGE OF WORKERS REPORTING NEGATIVE ATTITUDES ABOUT WORK BY WORRY ABOUT AI MAKING SOME/ALL JOB DUTIES OBSOLETE

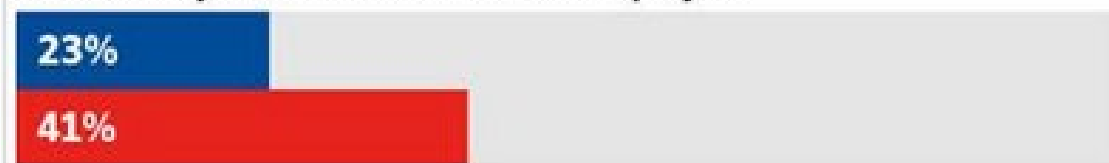


■ Not worried about AI ■ Worried about AI

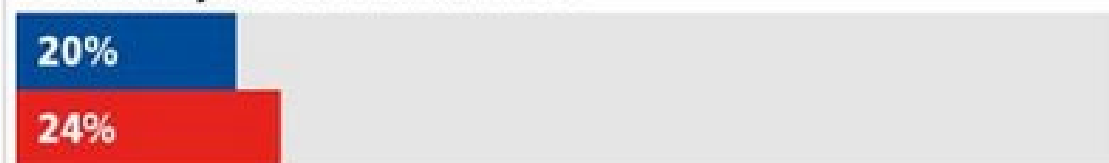
Believe they do not matter to their co-workers



Believe they do not matter to their employer



Believe they are not valued at work



Feel micromanaged at work



Worried new forms of tech will take over some/all work duties
in next ten years





AMERICAN
PSYCHOLOGICAL
ASSOCIATION

Which ONE of the following best describes the type of work that you do?

- **Office work** (administrative, managerial, professional, desk work, etc.)
- **Manual labor** (driving, working with your hands, assembling, moving, etc.)
- **Customer/client/patient service** (education, retail, food service, healthcare, entertainment, etc.)

Workers who **agree/strongly agree** with the statement:
“I worry that AI may make some or all of my job duties
obsolete in the future.”



Overall



Office Work



Customer/Client/Patient Service



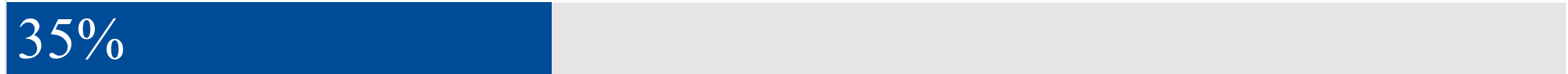
Manual Labor



Workers who ***agree/strongly agree*** with the statement:
“I feel uncomfortable with the way my employer uses
technology to track me at work.”



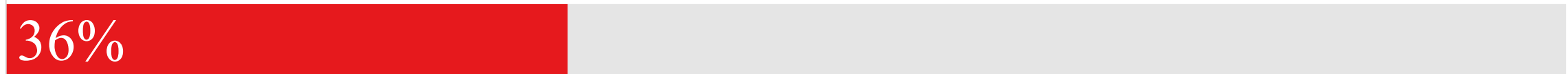
Overall



Office Work



Customer/Client/Patient Service



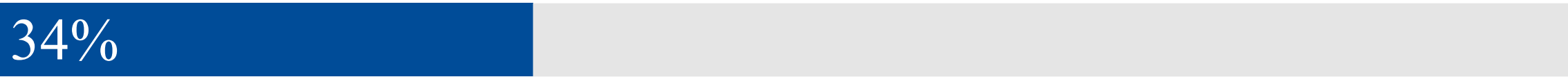
Manual Labor



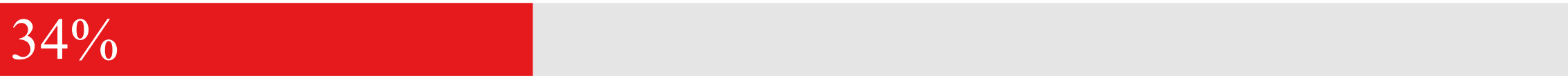
Workers who **agree/strongly agree** with the statement:
“I worry that my employer uses technology to spy on me during work hours.”



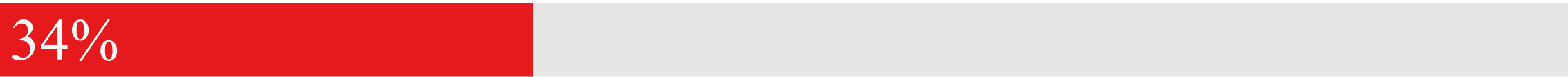
Overall



Office Work



Customer/Client/Patient Service



Manual Labor



Workers who **agree/strongly agree** with the statement:
“Advancements in technology are helping me work
more efficiently and accurately.”



Overall



Office Work



Customer/Client/Patient Service



Manual Labor



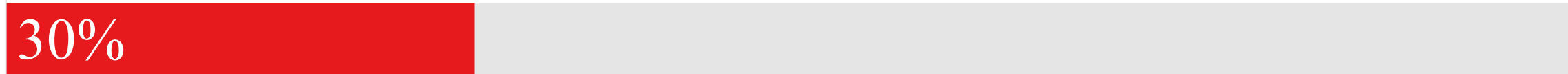
Workers who ***agree/strongly agree*** with the statement:
“Advancements in technology are making my job
worse, not better.”



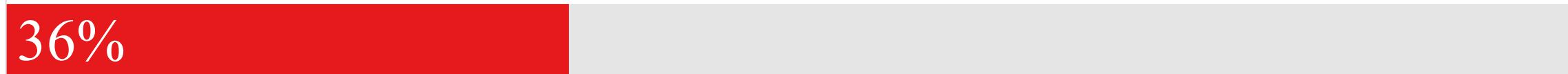
Overall



Office Work



Customer/Client/Patient Service



Manual Labor



PERCENTAGE OF WORKERS WORRIED THAT AI MAY MAKE SOME/ALL JOB DUTIES OBSOLETE BY RACE/ETHNICITY



Black

50%

Hispanic

46%

Asian

44%

White

34%

PERCENTAGE OF WORKERS WORRIED THAT AI MAY MAKE SOME/ALL JOB DUTIES OBSOLETE BY EDUCATION



High school or less

44%

Beyond high school to associates degree

40%

4 year college degree and beyond

34%

Workers who ***agree/strongly agree*** with the statement:
“I worry that AI may make some or all of my job duties
obsolete in the future” (by annual household income)



\$125K+

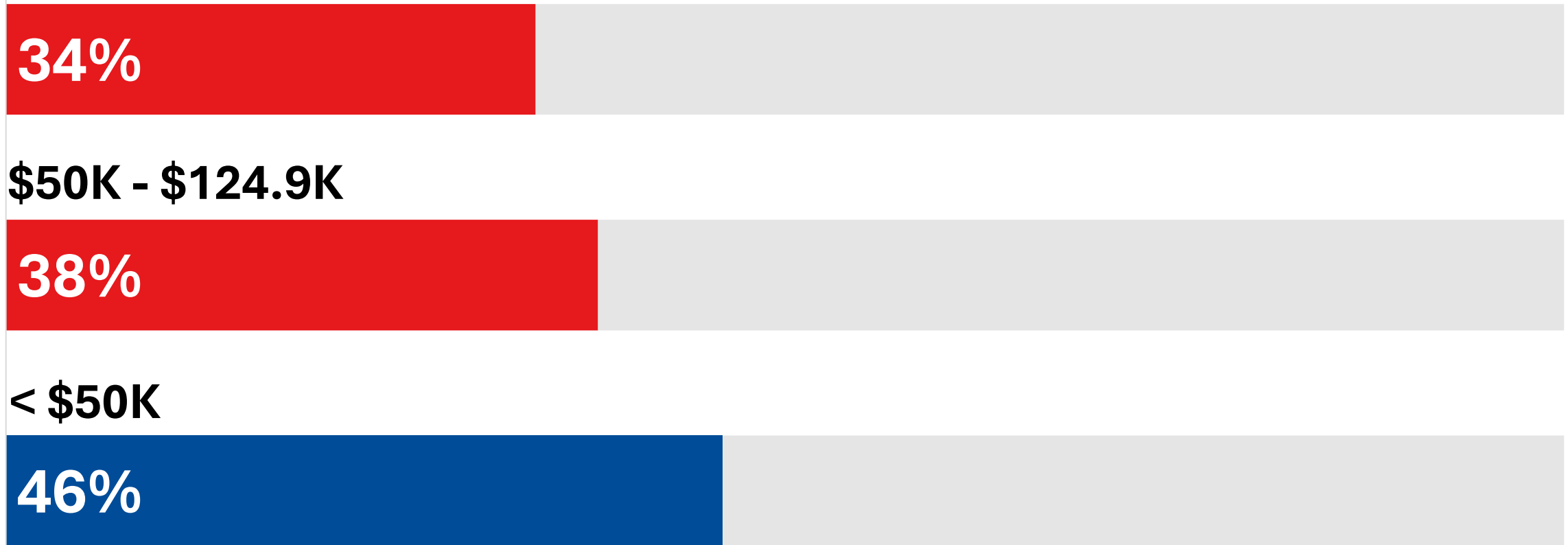
34%

\$50K - \$124.9K

38%

< \$50K

46%



Infographic: Workers intending to look for a new job

PERCENTAGE OF WORKERS INTENDING TO LOOK FOR A NEW JOB IN THE NEXT YEAR
BY WORRY ABOUT AI MAKING SOME/ALL JOB DUTIES OBSOLETE



Overall

33%

Not worried about AI

25%

Worried about AI

46%



AMERICAN
PSYCHOLOGICAL
ASSOCIATION

QUESTIONS?

