

Special Eurobarometer 554

Artificial Intelligence and the future of work

Fieldwork: April - May 2024

Artificial Intelligence (AI) is increasingly shaping our **economy, quality of life and the workplace**. Most Europeans view AI as a positive force, however they emphasise the need for careful management to ensure it brings benefits to society and the world of work.

Most Europeans think that digital technologies, including AI, have a positive impact on...



66%

Their job



62%

The economy

(-13 pps)*



62%

Quality of life

(-5 pps)*



62%

Social security benefits



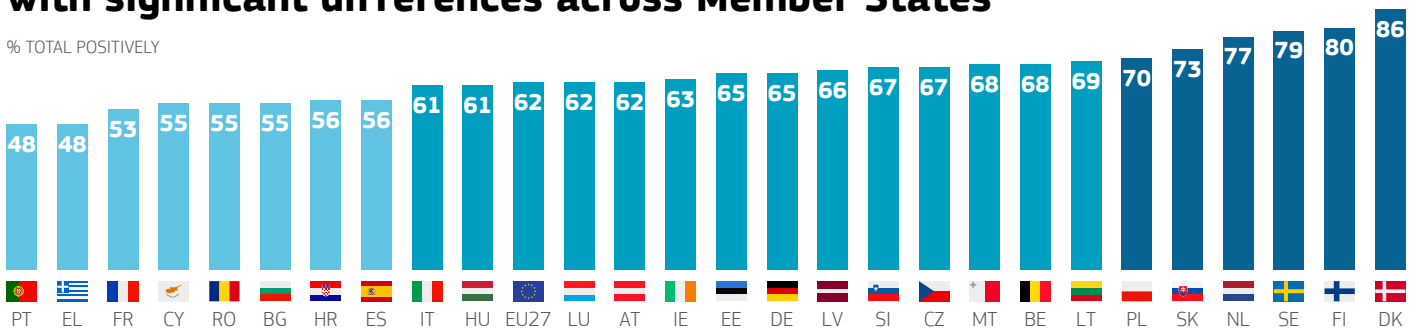
56%

Society

(-8 pps)*

62% of Europeans view robots and AI positively at work, with significant differences across Member States

% TOTAL POSITIVELY



Most Europeans support rules on digital technologies in the workplace, including:



84% believe AI requires careful management

*The numbers in brackets refer to the difference in percentage compared to the previous study of 2017



Europeans perceive the use of digital technologies at the workplace...

Positively for...

Improving workers' safety and security



Making accurate decisions



Task allocation or managing work schedule



Negatively for...

Automatically firing workers



Monitoring workers



Selecting job applicants



Assessing work performance



45% of respondents have not been informed about the use of digital technologies by their employers

It is one of the key objectives of the **Competitiveness Compass** to integrate AI into workplaces to boost innovation and productivity.

Member States have planned **€2 billion** in European Social Fund Plus programmes and **€23 billion** in their Recovery and Resilience plans to support the development of digital skills.

Digital Europe invests **€580 million** to advance digital skills.

