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Work by 2028

Most respondents shared optimism around the power of AI, with 45% pinning their biggest AI aspirations on improved productivity...

Isaac M. O'Bannon • Aug. 22, 2023



A survey of more than 1,200 individuals working internationally shares the predicted impact that generative AI will have on the future of professional work. The survey showed 67% of respondents believe AI will have a transformational or high impact on their profession in the next five years.

The survey, the *Future of Professionals Report*, was commissioned by **Thomson Reuters**, a global content and technology company.

Additionally, two thirds of the survey respondents (66%) predict AI will create new

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turn unlock time for professionals to focus on complex work that adds value to their client's needs.”

Amid the changing nature of professional work, organizations across industries are continuing to adopt AI into their everyday workflows. Most respondents shared optimism around the power of AI, with 45% pinning their biggest AI aspirations on improved productivity, internal efficiency, and client services, specifically as it relates to operations converging with their talent, customers, and environment.

Additionally, 67% of respondents indicated their biggest personal motivator was “producing high-quality advice.” To continue this work in the era of generative AI, professionals need to reconsider and redefine what it means to be an advisor and evolve business models to prepare and service customers for tomorrow – not just today.

More than a quarter (28%) of professionals say work negatively impacts their mental health and wellbeing. Long working hours and fear of making errors are the top two factors driving these perceptions. AI has the power to relieve some of this burden by reducing the time it takes to get the accurate and contextualized information needed to solve a problem, reducing the risk of errors, and automating mundane tasks.

Understandably, professionals are cautious; specifically, the biggest concerns include a compromise of accuracy (25%), job loss (19%), demise of the profession altogether (17%), data security (15%), and ethics (15%). Building AI that solves customers' biggest pain points in a transparent and responsible way while providing trusted results will help instill confidence and alleviate fears.

Key industry findings from the report:

Tax and Accounting Professionals:

- **Freeing up time to deliver more value:** Productivity is the highest priority for tax

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Legal Professionals:

- **Catalyst for growth:** Improved productivity and efficiency are seen as the biggest positive effects of AI (75% and 67%, respectively) for law firm professionals. Additionally, law firms see AI as an opportunity for increased revenue as more than half (55%) of legal professionals predicted that lower costs for firms, resulting from AI use, will lead to greater firm profitability. Also, 81% of legal respondents expect new services to emerge within the next five years, creating new revenue sources.
- **New skills and career paths:** 58% of respondents anticipate seeing a rise in their professional skills, while more than two-thirds of legal professionals see a more consultative approach to advice. As skills will be highly prized, new career paths are likely to emerge, and 81% see a rise in the use of alternative legal service providers (ALSPs).
- **Areas of need and concern:** According to respondents, the profession needs to address a lack of technology skills as well as a lack of investment in technology. As for areas of concern, the top issue is accuracy (30%).

Government Professionals:

- **AI and Talent:** Talent issues tend to be a higher priority for government professionals than for their corporate counterparts, and they tend to feel more optimism that AI can help in some of these areas. Training, recruitment, wellbeing, and engagement were all more common organizational priorities among government professionals.
- **Slower adoption:** Overall, government professionals tend to think that AI adoption will be slower than in corporations, due to data security fears and general resistance to change and will therefore have less impact.

To access the full report, visit <https://thomsonreuters.com/en/campaigns/future-of->

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