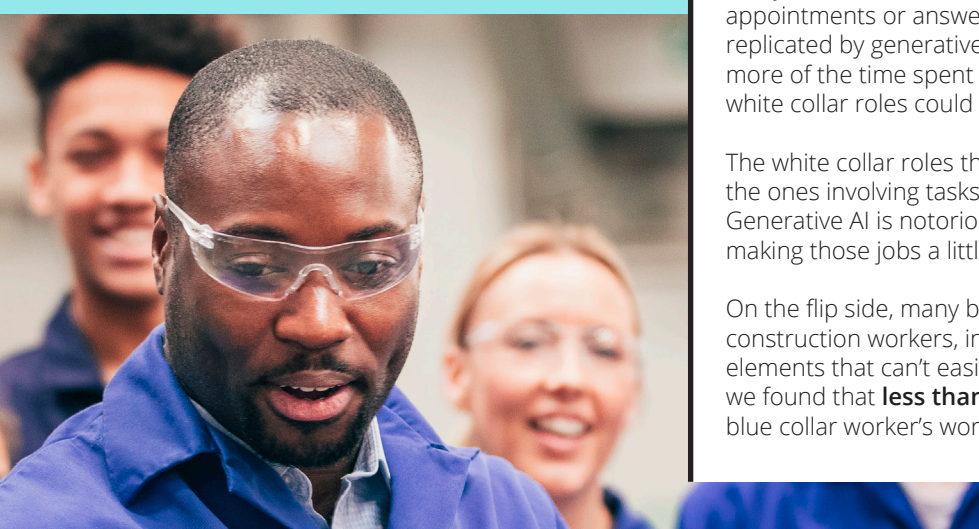# Country Factsheet
United States

Pearson Skills Outlook

What is the likely impact of Gen AI on you and your workforce?

New research from Pearson shows generative AI will have a greater impact on **white collar roles** than **blue collar roles** over the next 10 years. Blue collar roles - especially ones with more creative, manual and collaborative tasks - are at **less risk** from the changes the rise of this technology will bring.

At Pearson, we believe that generative AI can have a **positive impact** on how people understand and prepare for the changing world of work. One of the best ways for employers and employees to adapt, improve **productivity** and stay **relevant** is to help predict the skills that people will need for the future.

Why the Difference?

Many white collar roles contain **repetitive tasks** - such as scheduling appointments or answering and directing calls - that can be easily replicated by generative AI. We've found that, in the US, around 35% or more of the time spent on tasks involved in the working week of some white collar roles could be done by generative AI.

The white collar roles that are least impacted in this market tend to be the ones involving tasks related to **mathematics** - like engineers. Generative AI is notoriously **inaccurate** at mathematical computations, making those jobs a little more resilient for the time being.

On the flip side, many blue collar roles, such as mechanics, or construction workers, include **manual labor or customer service** elements that can't easily be replicated by generative AI. In many cases, we found that **less than 1%** of the time spent on tasks involved in a blue collar worker's work week could be done by generative AI.

What Can We Do Next?

Generative AI is a quickly evolving area of technology. Employees and employers in white collar sectors need to act faster to adapt than those in blue collar roles – looking at how to upskill and reskill, as well as how jobs can evolve, to ride the wave of change.

White collar workers should be thinking about upskilling and evolution - enhancing soft skills like creativity, communication and leadership, that can't be easily replicated by generative AI.

Workers should also be learning about how to use generative AI to become more efficient at repetitive tasks, so they can improve productivity by spending more time on high value activities.

Employers and employees should also be looking at how they can use the best of AI and the best of human skills together. For example, use AI to automate repetitive tasks and focus employees on STEM tasks and tasks that involve uniquely human qualities.

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Key Findings from the United States:

There is a difference of more than 12% between the task level impact of the most impacted white and blue collar jobs in the US.
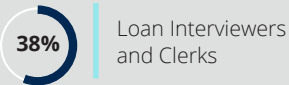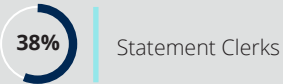
The 5 least impacted blue collar jobs have no impacted tasks, while the least impacted white collar jobs all have around 10% or more of their job impacted at a task level.

White Collar Jobs
Most Impacted
(by % of a role's hours, at a task level)

40% **Medical Secretaries**

38% Statement Clerks

38% Billing, Cost, and Rate Clerks

38% Loan Interviewers and Clerks

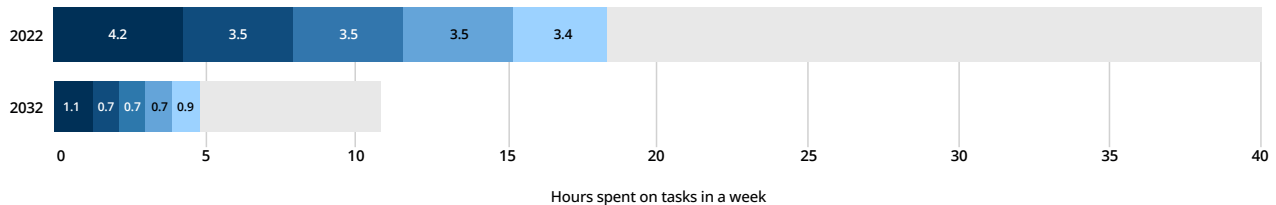**38%** Bookkeeping, Accounting, and Auditing Clerks

Least Impacted
(by % of a role's hours, at a task level)

- Chief Executives (10%)
- Civil Engineers (10%)
- Electrical Engineers (11%)
- Sales Managers (13%)
- Architectural and Engineering Managers (13%)

Gen AI Impact On Tasks (per 40 hour week):

Most impacted white collar role in the US:
Medical Secretaries

Year					
2022	4.2	3.5	3.5	3.5	3.4
2032	1.1	0.7	0.7	0.7	0.9

Hours spent on tasks in a week (0, 5, 10, 15, 20, 25, 30, 35, 40)
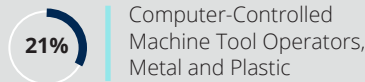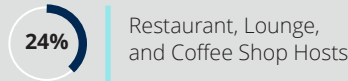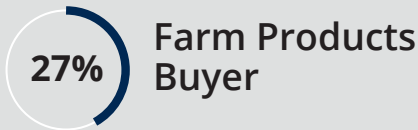
- Answer telephones and direct calls to appropriate staff
- Complete insurance or other claim forms
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff
- Other job tasks

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Blue Collar Jobs
Most Impacted
(by % of a role's hours, at a task level)

27% **Farm Products Buyer**

26% Amusement and Recreation Attendants

24% Restaurant, Lounge, and Coffee Shop Hosts

22% Food Service Managers

21% Computer-Controlled Machine Tool Operators, Metal and Plastic
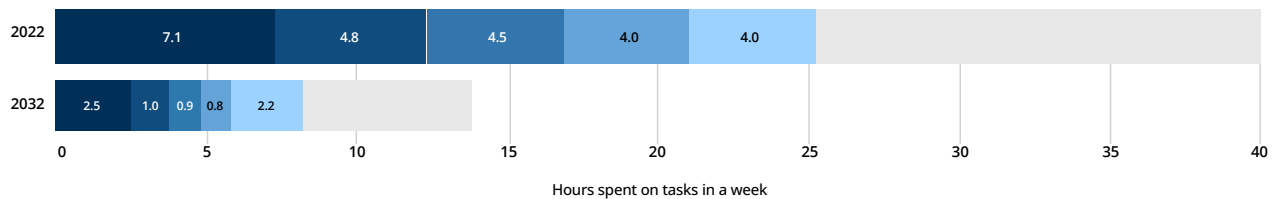
Least Impacted
(by % of a role's hours, at a task level)

- Bus and Truck Mechanics and Diesel Engine Specialists (0%)
- Dishwashers (0%)
- Highway Maintenance Workers (0%)
- Laundry and Dry-Cleaning Workers (0%)
- Solderers and Brazers (0%)

Gen AI Impact On Tasks (per 40 hour week):

Most impacted blue collar role in the US:
Farm Products Buyer

Year					
2022	7.1	4.8	4.5	4.0	4.0
2032	2.5	1.0	0.9	0.8	2.2

0   5   10   15   20   25   30   35   40

Hours spent on tasks in a week

- ■ Purchase, for further processing or for resale, farm products, such as milk, grains, or Christmas trees
- ■ Arrange for processing or resale of purchased products
- ■ Maintain records of business transactions and products inventories, reporting data to companies or government agencies as necessary
- ■ Arrange for transportation or storage of purchased products
- ■ Review orders to determine product types and quantities required to meet demand
- ▢ Other job tasks

How Pearson Helps Employers

The world of work is changing fast. Pearson helps organizations understand, retain and enhance their most vital asset - their people.

To learn more about using real-time data to analyze and future-proof your workforce, contact us: *https://info.credly.com/pearson-workforce-solutions*

How Did We Gather The Data?

How did we decide which jobs would be most or least affected? We looked at the specific tasks related to more than 5,000 jobs and how much time is currently spent on each. We then looked at how much of a job's work, by time spent on individual tasks, would be affected by generative AI. This gave us the percentage of time saved due to Generative AI by 2032, per task – and, so, which jobs will be most or least impacted.

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