

## June 2024

### 1. How do the annual percent changes that you expect for each of the following variables in 2024 compare to what is normal for your firm (prior to COVID-19 pandemic)?

Topic: Employment, Prices and Wages

Total [n=]						
	Significantly Lower	Lower	Little/No change	Higher	Significantly higher	Not sure/Not applicable
Prices you charge your customers	0.5%	6.7%	40.7%	40.2%	10.5%	1.4%
Employment	1.4%	13.5%	53.4%	26.0%	3.8%	1.9%

Manufacturing [n=]						
	Significantly Lower	Lower	Little/No change	Higher	Significantly higher	Not sure/Not applicable
Prices you charge your customers	1.4%	6.9%	38.9%	36.1%	15.3%	1.4%
Employment	0.0%	19.7%	56.3%	18.3%	4.2%	1.4%

Non-Manufacturing [n=]						
	Significantly Lower	Lower	Little/No change	Higher	Significantly higher	Not sure/Not applicable
Prices you charge your customers	0.0%	6.6%	41.6%	42.3%	8.0%	1.5%
Employment	2.2%	10.2%	51.8%	29.9%	3.6%	2.2%

**2. Since January 2022, has your firm implemented software, equipment, and/or other technologies to automate tasks previously completed by employees?**

Topic: Technology

	<b>Total [n=211]</b>	<b>Manufacturing [n=72]</b>	<b>Non-Manufacturing [n=139]</b>
Yes	46.4%	53.4%	42.8%
No	50.7%	45.2%	53.6%
Not sure / Not applicable	2.8%	1.4%	3.6%

**3. [ASK IF Q2=YES] Why did your firm decide to automate tasks previously completed by employees? Select all that apply.**

Topic: Employment, Technology

	<b>Total [n=99]</b>	<b>Manufacturing [n=39]</b>	<b>Non-Manufacturing [n=60]</b>
Unable to find/hire workers with the needed skill set	22.4%	28.2%	18.6%
Reduce staffing/labor cost	44.9%	48.7%	42.4%
Enhance output or effectiveness (i.e., speed, quality) of business processes	84.7%	82.1%	86.4%
Increase quantity of employee output	54.1%	59.0%	50.8%
Increase quality of employee output	48.0%	56.4%	42.4%
Other reason(s)	4.1%	7.7%	1.7%

**4. Over the next two years, does your firm plan on implementing software, equipment and/or other technologies to automate tasks previously completed by employees?**

Topic: Employment, Technology

	<b>Total [n=211]</b>	<b>Manufacturing [n=72]</b>	<b>Non-Manufacturing [n=139]</b>
Definitely will	22.3%	28.8%	18.8%
Probably will	38.9%	37.0%	39.9%
Probably won't	25.6%	24.7%	26.1%

	Total [n=211]	Manufacturing [n=72]	Non-Manufacturing [n=139]
Definitely won't	6.2%	2.7%	8.0%
Not sure	7.1%	6.8%	7.2%

**5. [ASK IF Q4=WILL] Why do you anticipate your firm will automate tasks previously completed by employees? Select all that apply.**

Topic: Employment, Technology

	Total [n=129]	Manufacturing [n=48]	Non-Manufacturing [n=81]
To complete tasks associated with hard-to-find positions	18.6%	27.1%	13.6%
Reduce staffing/labor cost	45.7%	60.4%	37.0%
Enhance output or effectiveness (i.e., speed, quality) of business processes	76.0%	72.9%	77.8%
Increase quantity of employee output	56.6%	62.5%	53.1%
Increase quality of employee output	57.4%	58.3%	56.8%
Other reason(s)	8.5%	6.3%	9.9%

**6. Since January 2022, has the automation of tasks previously completed by employees involved the use of artificial intelligence (A.I.) tools, understood as computer systems capable of performing tasks that historically only a human could do, such as reasoning, summarizing, making decisions, or solving problems?**

Topic: Employment, Technology

	Total [n=99]	Manufacturing [n=39]	Non-Manufacturing [n=60]
Yes	33.7%	30.8%	35.6%
No	57.1%	64.1%	52.5%
Not sure	9.2%	5.1%	11.9%

**7. Over the next two years, will the automation of tasks previously completed by employees involve the use of artificial intelligence (A.I.) tools, understood as computer systems capable of performing tasks that historically only a human could do, such as reasoning, summarizing, making decisions, or solving problems?**

Topic: Employment, Technology

	<b>Total [n=129]</b>	<b>Manufacturing [n=48]</b>	<b>Non-Manufacturing [n=81]</b>
Definitely will	24.8%	22.9%	25.9%
Probably will	48.1%	39.6%	53.1%
Probably won't	17.8%	25.0%	13.6%
Definitely won't	1.6%	2.1%	1.2%
Not sure	7.8%	10.4%	6.2%