

ROBOTICS @ WORK

EMPLOYEE VIEWPOINT

SURVEY RESULTS – FULL REPORT
JULY 2018



Robotics @ Work Employee Viewpoint

Executive summary

Robotics are seemingly in the news daily with stories of how robots can do a variety of jobs from greeting hotel guests to flipping hamburgers in fast food restaurants. With each news item, fear that robots will take away jobs increases.

While robots can be designed to do many tasks, Y Soft believes that robots are best used for repetitive tasks. Robots can be effectively used alongside human workers allowing humans to focus on more core tasks that add value to their work and to their companies.

This survey set out to ask how workers feel about robots. The results were affirming:

- Nearly 84% do not feel their jobs will be replaced by robots
- 51.3% would be comfortable alongside robots if they could focus on the more interesting parts of their jobs
- The top three areas where robots are perceived to be useful are: manufacturing & product testing; paper processes; and reception or internal help desk

Y Soft currently uses robots in YSoft Labs, an internal innovation center for exploring new technologies. The robots test various touch screen interfaces on IoT devices including embedded and external terminals, smartphones and tablets.

About this report

In June 2018, Y Soft conducted a survey to better understand how the use of robots would be perceived by employees. The blind survey was conducted through Survey Monkey to over 1,000 participants. This report contains the survey questions and the aggregated results including open-ended comments.

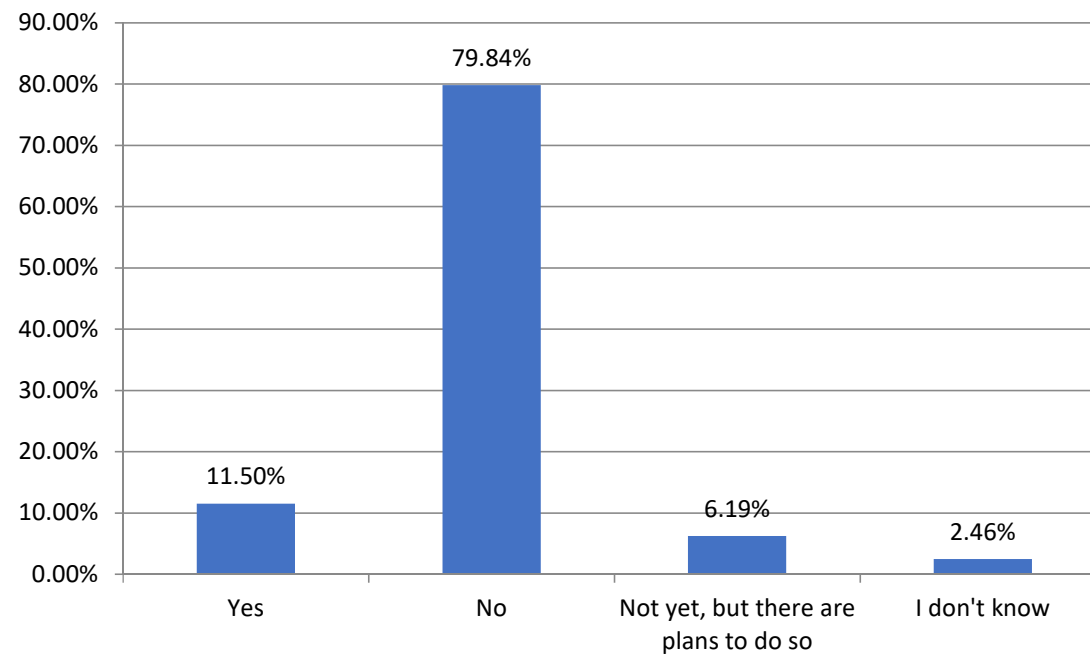
Information about survey participants can be found in the Demographics section.

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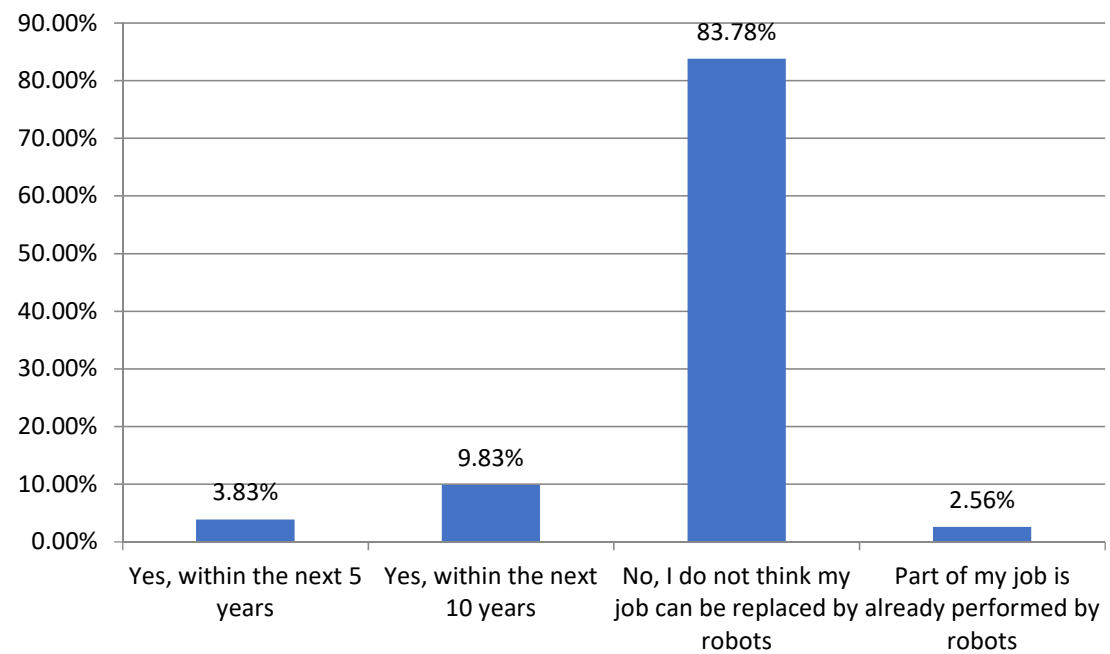
Q. Is your company currently using robots in the workplace?



n = 1,017
Employed and aged 18+
with minimum income of
\$25,000/year.

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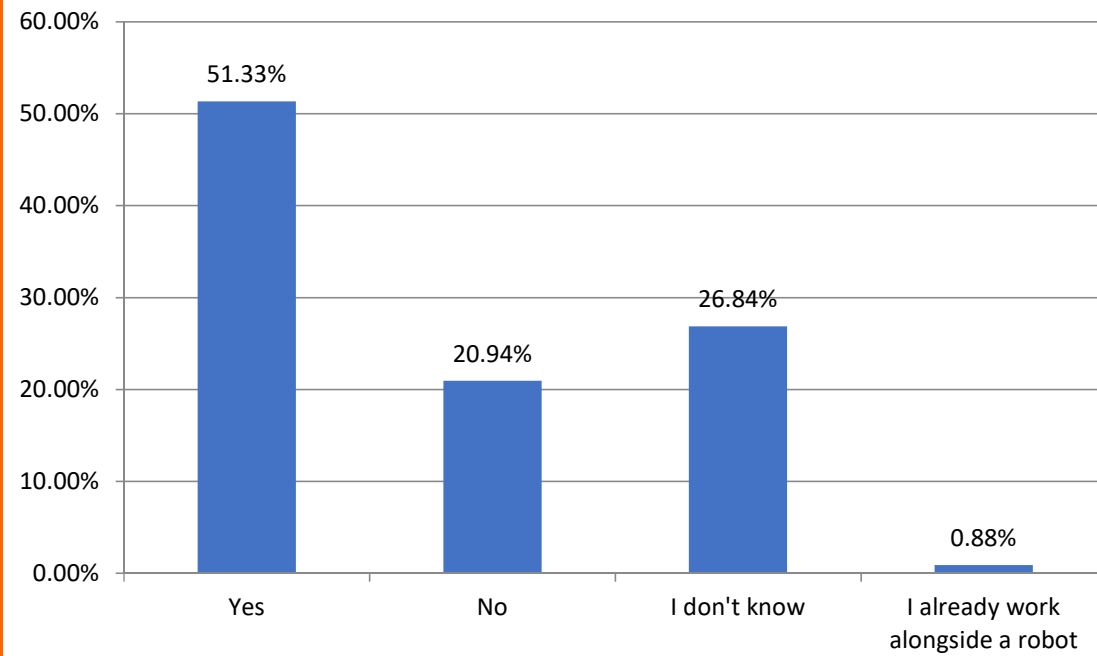
Q. Do you fear that your job could be replaced by robots?



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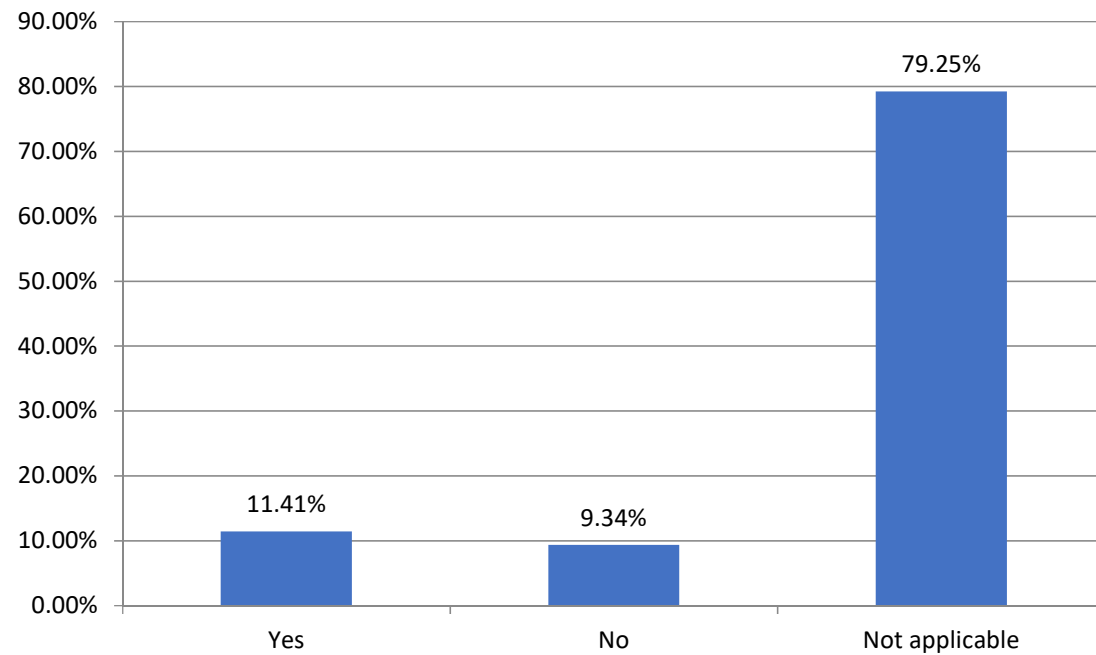
Q. Would you feel comfortable working alongside a robot if it allowed you to focus on the core, less repetitive parts of your job?



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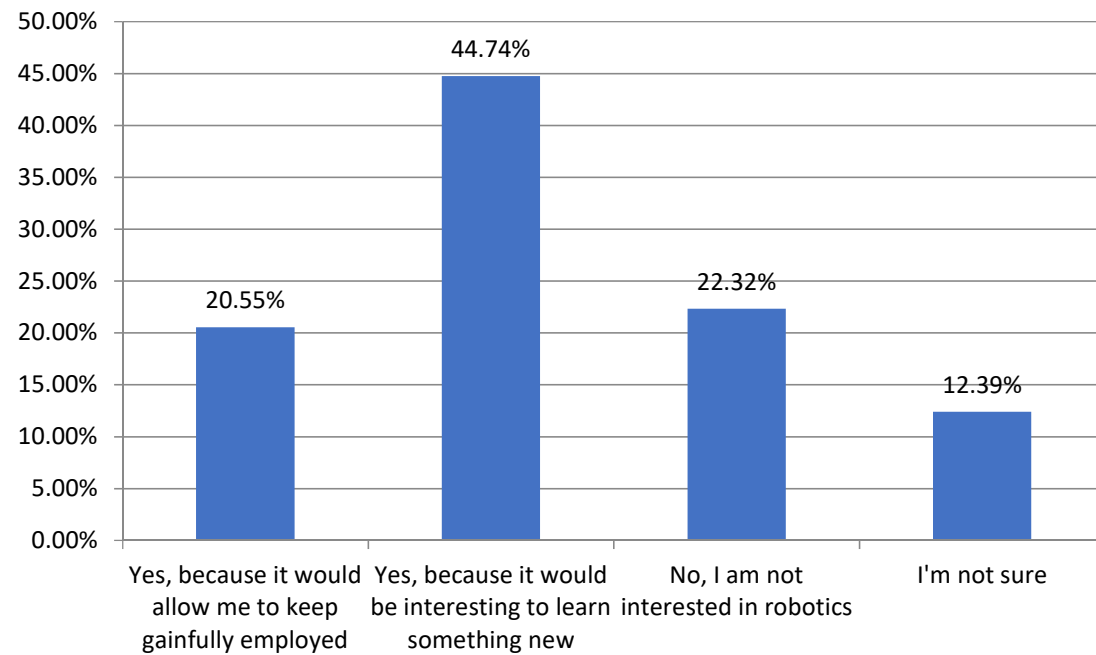
Q. If robots are used at your workplace, did your employer take steps to prepare you for working with robots (e.g. offer training, allowed participation in the planned changes, expanded your job)?



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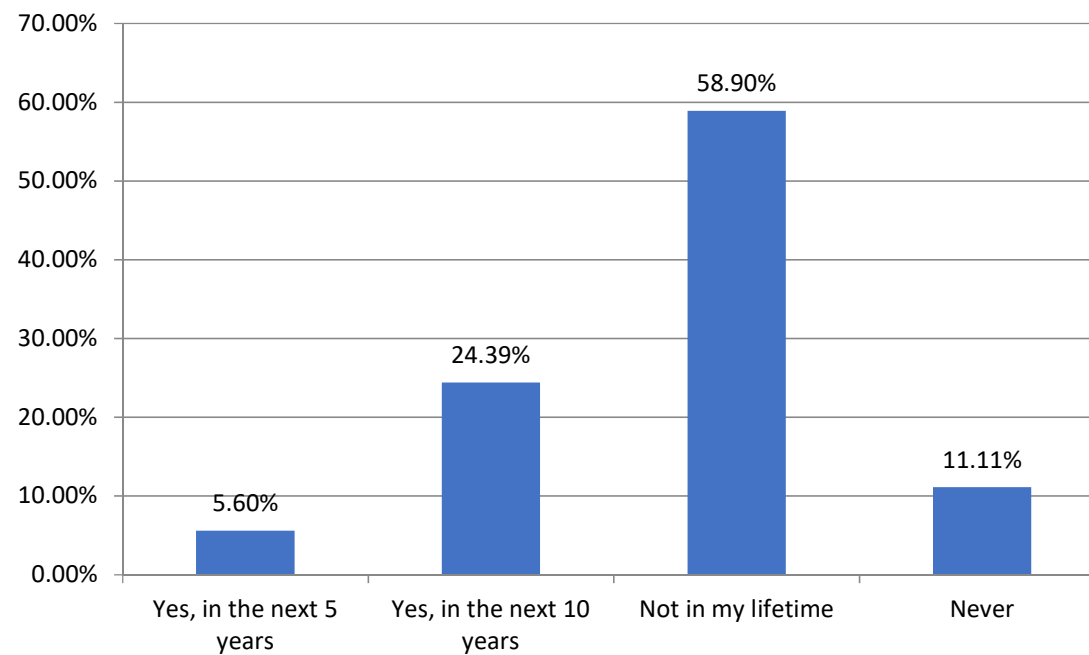
Q. If your employer offered training that enabled you to work with robotics, is this something you would be interested in?



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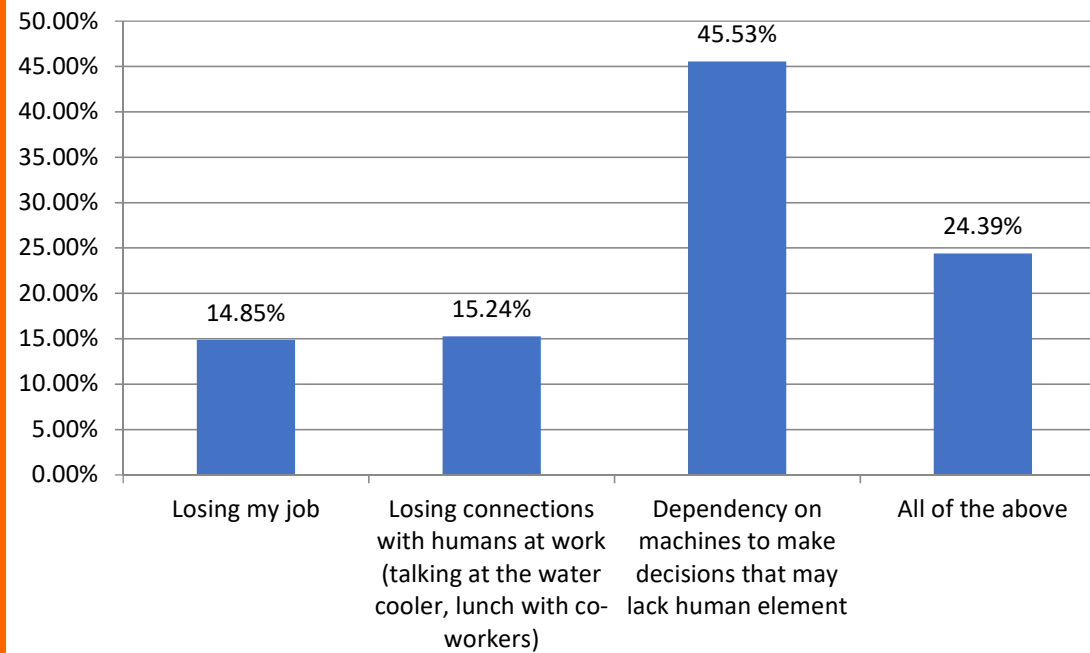
Q. Can you imagine a world where your entire work environment involved robots?



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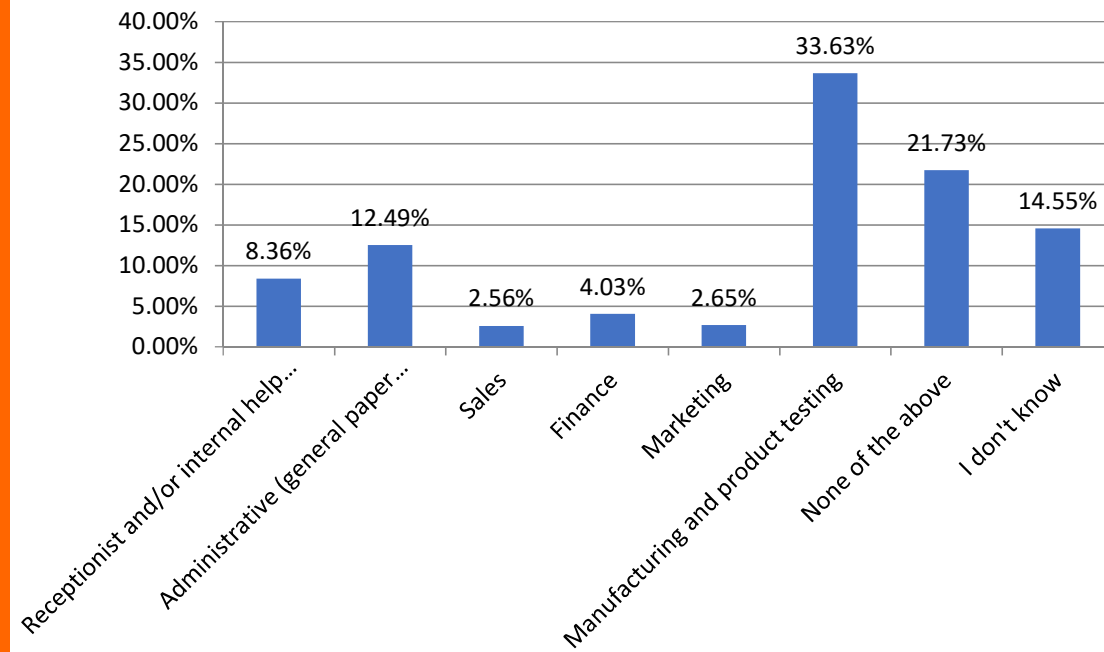
Q. What do you worry about the most regarding robotics in the workplace?



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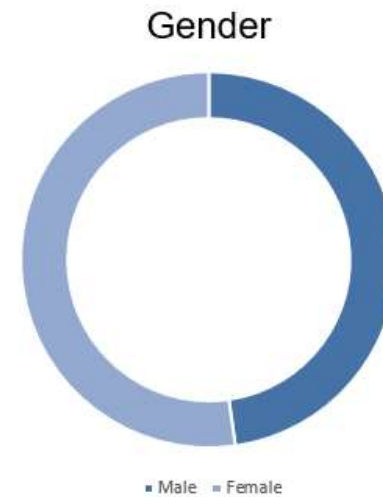
Q. In which area do you think robotics can add the most value in your company?



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Robotics @ Work Employee Viewpoint

Demographics

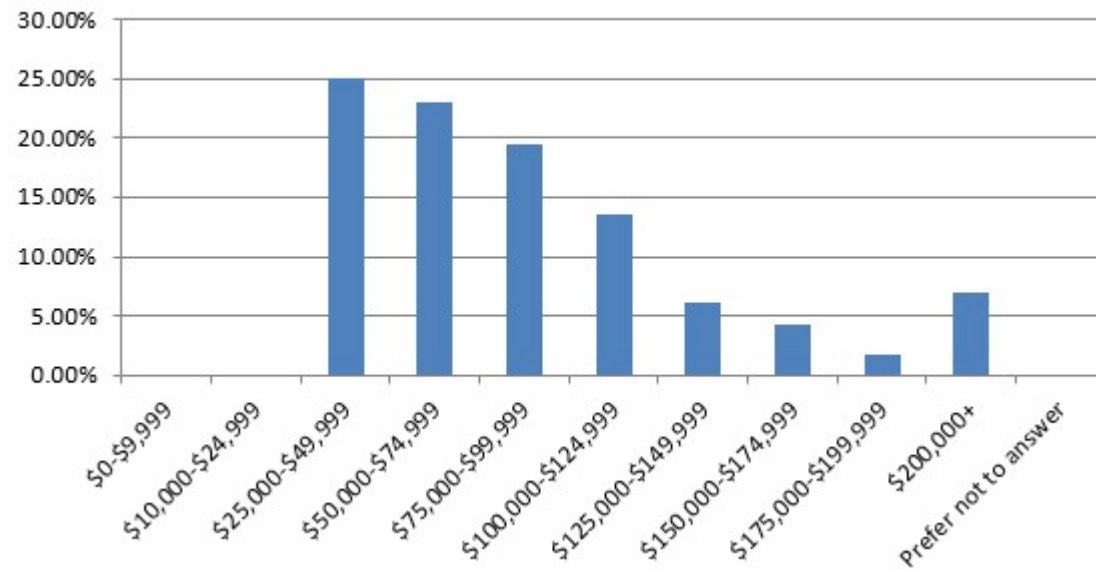


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Demographics

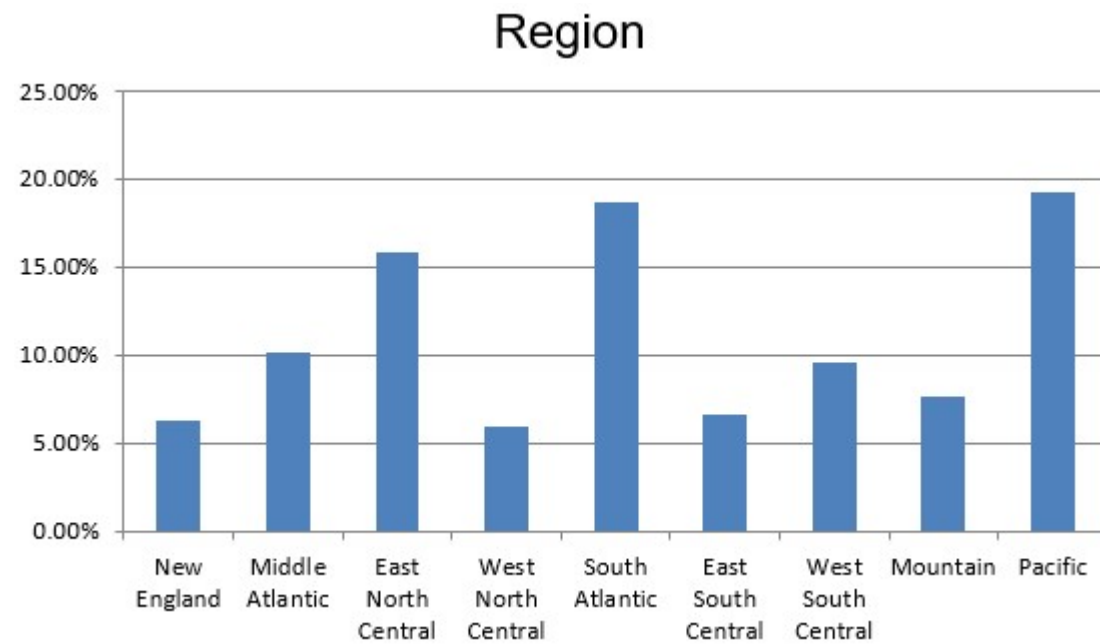
Household Income



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Robotics @ Work Employee Viewpoint

Demographics



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Robotics @ Work Employee Viewpoint

Select Respondent Responses (verbatim)

What do you worry about the most regarding robotics in the workplace?

Not worried comments

I think a shift in our financial system needs to happen in order to shift labor from a human to a robotic workforce. This is a good thing that will no doubt be a difficult process.

Robots only have certain applications, using them means people with skills to train, repair, etc will be necessary. Which means new jobs to offset the less skilled ones. Yes, people will need to be trained but the ability to be more competitive will keep more people employed

I'm not worried about robots in the workplace. I think they will create skilled technical jobs. I work in a writing-based creative job so I'm not worried about losing my job to robots either.

Robots would require skilled labor to ensure operations. Concern only about the ability of the robot to perform the task.

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Select Respondent Responses (verbatim)

What do you worry about the most regarding robotics in the workplace?

Worried Comments

Displacement of workers, especially workers in repetitive work will lead to social displacement and a rise in inequality between the 'skilled' workers and the 'unskilled'. this sort of stratification never works well.

Artificial intelligence that may decide humans are to be eradicated.

They become self-aware, realize they don't need us to reproduce, and decide humans are unnecessary.

If robots replace people resulting in people not working. Then robots will build stuff for no one. Think about that...

Trying to automate teaching more than is already demanded by directives and standards in common core

I worry that poor understanding of what we are trying to achieve with machine intelligence will eventually lead to an exponentially increasing divide between machines and humans.

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Select Respondent Responses (verbatim)

What do you worry about the most regarding robotics in the workplace?

Worried Comments, Continued

Being unable to connect easily with a human being when there's a problem that needs to be fixed.

Mechanic risk.

In addition to the above I am concerned something could go wrong causing a dire emergency with fatalities.

The use of automation to depress workers wages and cement hierarchical wealth distribution

It is important for there to be jobs for people - for many reasons – while the bottom line is important, greed is out of control these days.

dislocation of the entire economy when there are far fewer jobs and more concentrations of wealth. how will enough people make a living?

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YSoft Labs is an internal innovation center at Y Soft where new technologies and potential product directions are explored.

Robotics is one area of exploration. Currently, robotics are used at Y Soft to test user interfaces on print devices, external terminals smartphones and tablets.

Robotics at Y Soft [video](#).

Visit www.ysoft.com/labs for additional information.



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