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AI TO DRIVE JOB GROWTH BY 2020: GARTNER

AI-enabled tools will generate \$2.9 trillion in business value by 2021, the IT research firm says

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Enterprise technology powered by artificial intelligence will create more jobs than it eliminates within the next three years, accounting for two million net new jobs by 2025, according to IT industry research firm Gartner Inc.

It expects "millions" of jobs to be displaced by AI over the next few years, with positions in the manufacturing sector hit hardest, as more companies deploy AI-enabled technologies to handle routine tasks.

But within three years those losses will reverse to gains, Gartner said in a report this week.

By 2020, it expects AI to create 2.3 million jobs, while eliminating 1.8 million, led by "new positions of highly skilled, management and even the entry-level and low-skilled variety."

"Many significant innovations in the past have been associated with a transition period of temporary job loss, followed by recovery, then business transformation and AI will likely follow this route," Svetlana Sicular, a vice president of research at Gartner, said in a statement.

Ms. Sicular said chief information officers, and other enterprise IT leaders, need to consider how investing in AI-enabled technologies is likely to impact jobs.

They should also assess how AI-powered tech tools may change the way workers collaborate and make decisions, among other workplace factors.

Many firms are investing in **early-stage tests in applying AI** to repeatable tasks involving large amounts of data, which can be tracked for patterns to drive more efficient decision making and boost productivity.

Gartner expects these and other AI-enabled tools to generate \$2.9 trillion in business value by 2021, in part by saving 6.2 billion hours of worker productivity. By 2022, one in five employees engaged in "mostly non-routine" work will rely in some way on AI, it says.

Goldman Sachs Group Inc. expects **AI to add between 51 to 154 basis points** to U.S. productivity by 2025. As of the second quarter, roughly 13 percent of S&P 500 firms have mentioned AI in earnings calls, it says.

Forrest Research expects total tech spending by U.S. businesses and government to reach \$1.5 trillion in 2018, driven by the rising adoption of cloud services, AI and other business tech.