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VISION

AI – colleague or competitor?

Professional growth and job security for administrators in a changing labour market

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Background

Vision represents 42 000 administrators. The work done by administrators is an important part of society. They ensure that processes and workplaces function properly, they ensure safe data management, and they are professionals when it comes to administering the tasks that may come up in just about any organisation. Their competence ensures that those working in other roles are given the opportunity to dedicate themselves to what they are trained to do - whether they be doctors or managers in the welfare sector.

Artificial intelligence (AI) and technological advancements create important opportunities for the development of competencies in the welfare sector, and AI will continue to develop until it, to some extent, reshapes the traditional administrator role. Vision's members have noticed that AI can provide more time for qualified tasks, and that one can develop new skills and apply these skills to help create processes and systems that are better adapted to the organisation's needs.

However, there are also concerns amongst those of our members whose employers have not provided upskilling around AI, and the lack of information and inclusion of these colleagues when it comes to AI is noticeable. This lack of clarity and uncertainty create stress and worry.

AI offers great possibilities when it is used in the right way, when employees are trained and included in the introduction of new tools, and when the organisation has clear guidelines for when and in which way AI should be used. It is therefore important to involve and include information from those whose jobs are meant to be eased and streamlined by AI early on.

AI is also a major part of the equity question. Research suggests that AI enters women-dominated sectors later, and that women are less inclined to use AI. This in turn contributes to AI-tools being developed with a male bias. Vision wants employers to involve more women so that they have the power to affect the development and implementation of AI in the public sector. It is also generally women who use welfare systems as part of their everyday work lives.

When it comes to climate issues, we also have reasons to ask questions around the cost of AI. There is a risk that AI will increase the usage of energy, with its growing carbon footprint. It is also because of this aspect that it is important to have well thought through and wise strategies for how AI should be used.

AI is here to stay. Ultimately, it is our level of inclusion and involvement that will determine the impact it will have on our work lives.

Veronica Magnusson, Chairperson, Vision

Summary

Recent developments in digitalisation, automation, and artificial intelligence (AI) have led to a complete overhaul of society. New technology has not only changed how we live but also how we work. Breakthroughs are happening faster and affecting several groups on the labour market. There is reason to believe that AI is going to have a major influence both on the labour market and the global economy[1]. Many are calling these developments a new industrial revolution, as workplace tasks and roles are undergoing huge transformations. Most people agree that AI is going to have a great impact on the labour market, but it is still unclear just how great that impact will be.

This report focuses on the impact that AI advancements have on the professional lives of administrators, and highlights the conditions that are necessary for advancements in AI to play out favourably for employees, organisations, and ultimately, welfare recipients. In the fall of 2024, Vision conducted a major survey to find out more about how a key group of Vision's members - administrators - are affected by AI. The purpose of this report is to highlight the conditions, needs, and opportunities that Vision's administrator members have when encountering advancements in AI.

The largest professional groups in this report are medical secretaries and healthcare administrators who work within finance, HR/staffing, schools, and/or social welfare. They work for municipalities, regions, and companies with connections to the welfare sector, or within religious communities. They ensure patient safety through record keeping and appointment making, they verify that the correct salary is paid out, and they make sure that students receive their grades. Taking care of administrative tasks allows managers to spend their time leading, and employees in healthcare, social care, and schools can therefore focus on taking care of the elderly, meeting patients, and teaching students.

This report highlights the need for upskilling as well as active engagement. There is a great uncertainty around whether and/or how AI should be used. The results indicate that those who have received the correct skills development training and have been involved in developing AI processes in the workplace have a more positive view on AI and its impact on their organisation's efficiency, its quality, and their workplace environment.

Employers need to have guidelines for AI usage at work

The survey shows that it is rarely clear what the rules are around the use of AI tools in the workplace. Many are uncertain about whether they are allowed to use AI. In total, 59 percent of respondents said that they did not know if their employer had developed any guidelines for AI usage. This could be due to a lack of communication from the employer, because these types of guidelines actually do not exist, or due to a general lack of understanding about what AI actually involves.

This lack of clarity comes with the risk of unnecessary stress around AI and new technologies, and contributes to various AI tools being used incorrectly, for example without thinking through which security processes are necessary to protect confidential information.

[1] Generative AI could raise global GDP by 7% | Goldman Sachs

Vision wants…

- **Employers to be more clear about what applies when it comes to AI in the workplace** by developing guidelines about how various AI tools should be used. These guidelines should also address issues such as privacy, ethics, and security.

AI can free up time for more qualified tasks

Many administrators believe that using AI can free up time for more qualified tasks, professional development, and catching up on lagging work.

The results show that AI is expected to have a major impact on professional life in the next five years. Respondents also express the need to learn more about AI in their professional contexts.

The lack of upskilling is the single biggest obstacle to more administrators being able to adopt and use AI to a greater extent than they do today. Only 18 percent of respondents perceived that they had received the training they needed for the AI that affects their jobs.

Vision wants…

- Employers to **establish strategic and long term competence and upskilling plans** and for employees to work alongside their managers to establish **individual professional development plans** during development talks - where the focus is on the goals of both the organisation and the individual.
- **Training coordinators to adjust their programmes** to meet the challenges and opportunities that technological advancements and AI provide.

Digital work environments must be protected

There is a concern that advancements in AI will have a negative impact on work environments. Over a fifth of medical secretaries responded that they believed AI would, in time, have an overwhelmingly negative impact on their work environment, which is concerning.

Vision wants…

- **Employers to ensure a good digital work environment.** Digital workplace conditions should be included in the systematic work environment process in the workplace.

More administrators whose work is affected by AI should be involved in the related decision-making processes

Involvement is low when it comes to introducing/implementing AI tools that affect administrators' work.

This picture is particularly clear amongst the medical secretaries who responded the survey. They expressed that, to a great extent, they had not been involved in the introduction or implementation of new tools. In total, 57 percent of medical secretaries responded that they did not feel that they were involved enough in the implementation of new tools.

Vision wants…

- **Employees and managers to have influence** over AI processes in the workplace, and for their expertise, knowledge and viewpoints to be taken into account. Vision's members should

be involved in the procurement and implementation of new technologies and have the opportunity to affect these decisions.

A national coordination effort is needed when it comes to AI infrastructure and digitalisation

The conditions for developing or purchasing new technologies and AI tools are different across the country. The increased demand for welfare services, particularly as a result of the aging population, suggests that the opportunities presented by technology need to be exploited in order to ensure competence supply in the welfare sector. If each individual municipality and region were to invest in their own digital infrastructure without having any common guidelines to consult, there is a risk that this growth will be too slow.

Vision wants…

- **A national coordination effort.** The state should take greater responsibility for issues related to AI infrastructure. In addition, more initiatives are needed to support municipalities and regions in their processes when it comes to AI, as their capacities are currently unequal.

Introduction

The discussion around AI has grown over the past few years, especially as what is known as generative AI has become available to the general public. It was mainly through programmes such as Chat GPT that many discovered AI and its possibilities.

AI is by no means a new phenomenon and has long been used in several sectors, but its development is accelerating and affecting an increasingly large share of the labour market.

There is no strict definition of “AI”. It is an umbrella term for a slew of different technologies that try to make computer programmes function more like humans. AI deals with, for example, reasoning and planning, understanding everyday language, learning from data, recognising patterns, and pulling together several different impressions to come to a conclusion[2].

There are many different types of AI, some more obvious than others. In some workplaces, AI might for example be an integrated piece of software that processes and generates language. AI can even generate predictions to support decision making processes, or perform image and facial recognition.

Vision members are present in workplaces where AI is going to play a larger role in solving problems moving forward. For example, an increasing number of municipalities and regions are using AI for parts of their business activities. Within the welfare sector, AI usage has become increasingly common, namely through the usage of speech recognition, which has particularly affected medical secretaries, and automated decision making. Speech recognition software allows users to dictate their documentation instead of typing it out on a keyboard.

Sweden’s regions and municipalities have long been undergoing a digital transformation, and automated decision making is therefore nothing new. A number of municipalities use automated processes to, for example, complete certain administrative tasks or draw up legal paperwork. Within the healthcare sector, AI is used, amongst other things, to analyse a large amount of data. However, conditions vary amongst different departments, largely depending on their size and financial situation. Because of this, municipalities and regions are now at different stages when it comes to using and implementing new technologies and AI.

The same applies to government agencies. The State Treasury notes in a report[3] that the use of AI varies within government agencies and that certain agencies are further along than others. At the same time, the State Treasury explains that all agencies should think strategically when it comes to using AI, regardless of whether they use AI or not. Government agencies need to understand and keep up with technological advancements, as well as analyse if and how they can - or cannot - use these tools to improve the way they work.

The government’s ambition is that Sweden should be the best in the world[4] when it comes to taking advantage of AI’s possibilities, to increase both Swedish welfare and competitiveness. There are also signs[5] that Sweden is lagging behind when it comes to AI on a global scale. This is largely due to the government’s lack of AI strategy.

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[2] Vad är AI för något? | Internetkunskap

[3] Myndigheterna och AI - En studie om möjligheter och risker med att använda AI i statsförvaltningen

[4] Nationell-inriktning-for-artificiell-intelligens

[5] The Global AI Index - Tortoise

This missing political strategy is also emphasised in the report by Sweden's AI commission, "*En färdplan för Sverige"* (English: "A welfare plan for Sweden"),[6] which, in addition, highlights the need for transformation, upskilling, and a common AI infrastructure across the whole public sector.

Many industries are impacted by AI

It is thought that most jobs will be affected by AI to some extent. Previously, it was assumed that only the simple, repetitive tasks would become automated, but research shows that even highly qualified professions will be affected by AI, and that their tasks are possible to automate to a great extent[7]. This changes the labour market and will affect many industries. The welfare sector, for example, is under strong pressure to change.

The general consensus is that generative AI will primarily increase productivity, as it is possible to automate certain work tasks, thus saving time for more qualified work tasks. This means that there are potentially large efficiency gains to be made by increasing our use of AI. At the same time, the introduction of new technologies creates a great need for regulations supported by ethical considerations, and for tasks to be performed under human supervision, especially when it comes to automated processes and decision making. Last spring, the EU enacted a joint legislation detailing how the use of AI should be regulated[8], and the Swedish government has launched an inquiry[9] to review the need for national adaptations as a result of the EU regulation ("*AI-förordningen"*).

The rapid technological advancements and quick adoption of AI have made it possible in many cases to renew, simplify, and improve our ways of working, but it has also created challenges. The demand on welfare services continues to increase, not only due to the aging population. Sweden's regions and municipalities (SKR, *"Sveriges regioner och kommuner")* already have a hard time attracting, retaining, and training employees. In its competence supply strategy, SKR points out that municipalities and regions must take advantage of the available technological advancements to ensure professional growth in the welfare sector[10].

[6] AI-kommissionens Färdplan för Sverige

[7] Lodefalk, M. (2024). Artificiell intelligens och jobben. Stockholm: Ratio.

[8] AI-förordningen | Digg

[9] Ny utredning för trygg och tillförlitlig användning av AI i Sverige

[10] Kompetensförsörjning, strategier | SKR

Results

This section shows the results from the survey that forms the basis of this report. The survey was conducted from 9 September 2024 to 26 October 2024 and had a total of 7 213 respondents. A more detailed description of the survey is available below, under “Methods”.

AI usage varies greatly between the response groups. This is likely to have influenced the results, for example when it comes to how respondents experienced implementation processes, and the importance of appropriate skills training. Many medical secretaries use speech recognition software implemented in the workplace and provided by their employer.

Other groups of administrators respond to a greater extent that they use the AI tools they have personally acquired to perform their everyday professional tasks. This likely contributed to shaping the response patterns for certain questions. Considering this, as well as the fact that the number of respondents who are healthcare administrators/medical secretaries is far greater than the number of respondents from other groups of administrators, responses from medical secretaries will be extracted in the results overview when there are clear differences. In those situations, the results from other groups of administration professionals will be presented as responses from “administrators, mixed titles”.

Results from the five largest professional groups who took part in the survey have been broken down into shorter reports and presented separately.

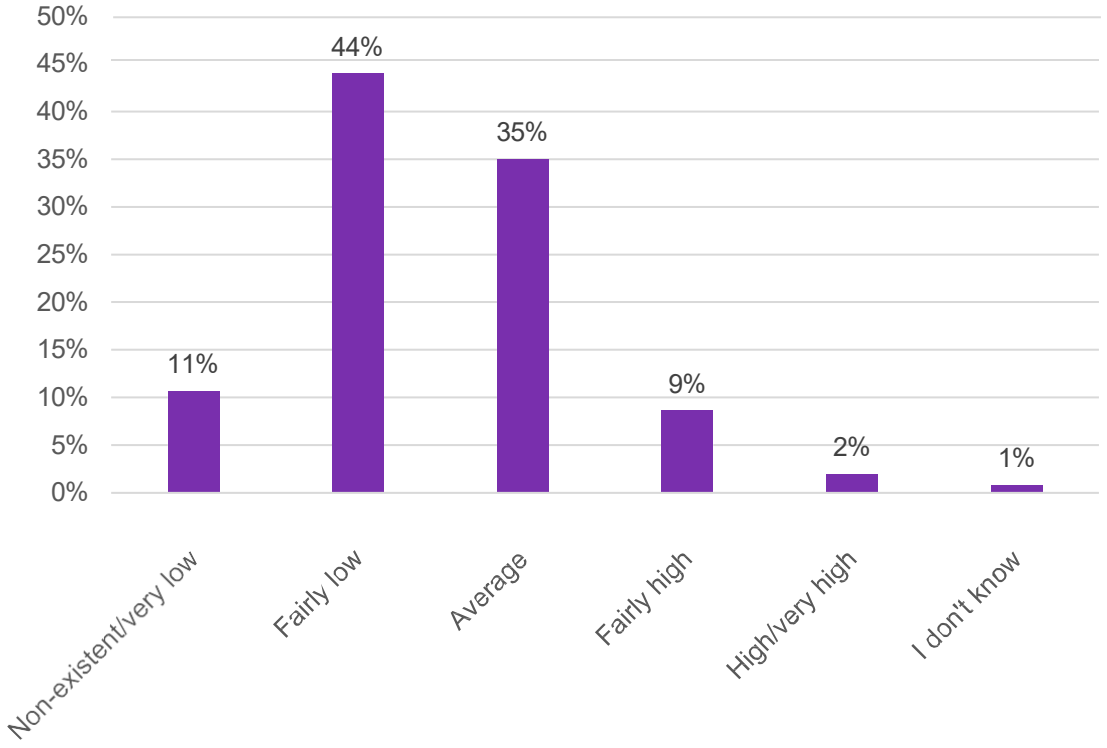
Professional field	**Number of respondents**
Healthcare administrators/Medical secretaries	2 591
Administrators, pre-schools, schools, recreational programmes (*“fritids”*), and other pedagogical organisations	887
Administrators, HR/staffing/recruiting/payroll	706
Administrators, finance	678

Current situation

Many administrators believe that they have a low understanding of AI

More than half of respondents assessed their knowledge of AI as fairly low or very low. Only 11 percent of respondents perceived that their knowledge of AI was fairly high or high.

Fig. 1. How would you assess your knowledge of AI?

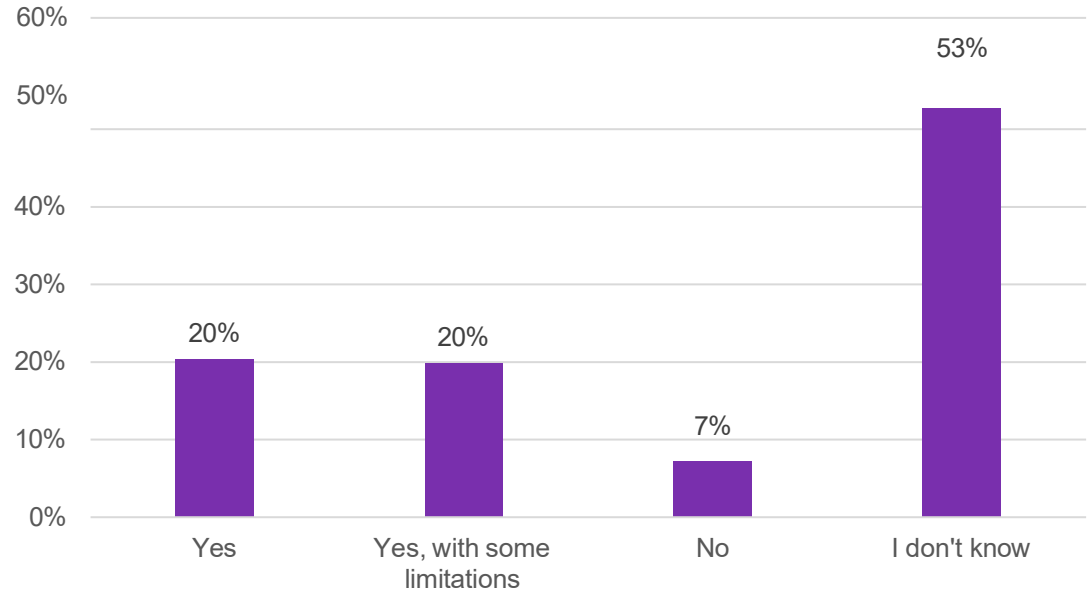


Comment: The posed question was: "How do you assess your knowledge of AI?" Values do not total 100 percent due to rounding up. Base: survey respondents (n=7207).

A great uncertainty around what applies in the workplace

The survey results showed that many administrators felt uncertain about what applied in the workplace, and whether the use of AI was permitted at work. More than half of respondents said that they did not know if they were allowed to use AI in their workplace. In total, 20 percent of respondents said that they were allowed to use AI with some limitations.

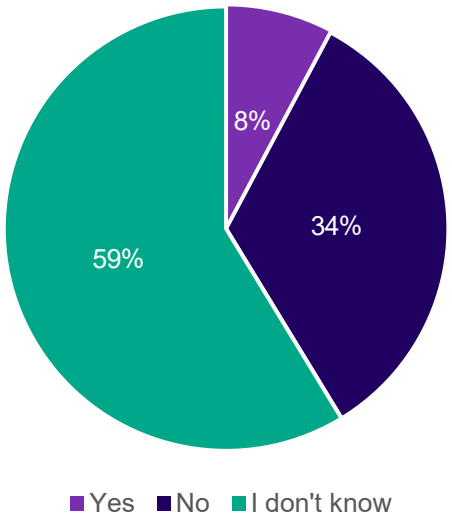
Fig. 2. Is the use of AI permitted in your workplace?



Comment. The posed question was: "Is it permitted to use AI in your workplace?" Base: Respondents who said that they had fairly low, average, fairly high or high/very high knowledge of AI, or respondents who said that they had heard of Chat GPT (n=6801).

The results show a perceived lack of clarity about whether employers have developed any guidelines for the use of AI in the workplace. Six out of ten respondents said that they did not know if their employer had developed any guidelines, and three out of ten stated that their employer had not developed any guidelines for AI in the workplace.

Fig. 3. Has your employer developed any guidelines around AI in your workplace?



Comment: The posed question was: "Has your employer produced guidelines regarding AI in your workplace?" Note that the total is over 100 percent due to rounding upwards. Base: Respondents who stated that they had fairly low, average, fairly high, or high/very high knowledge of AI, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=6765).

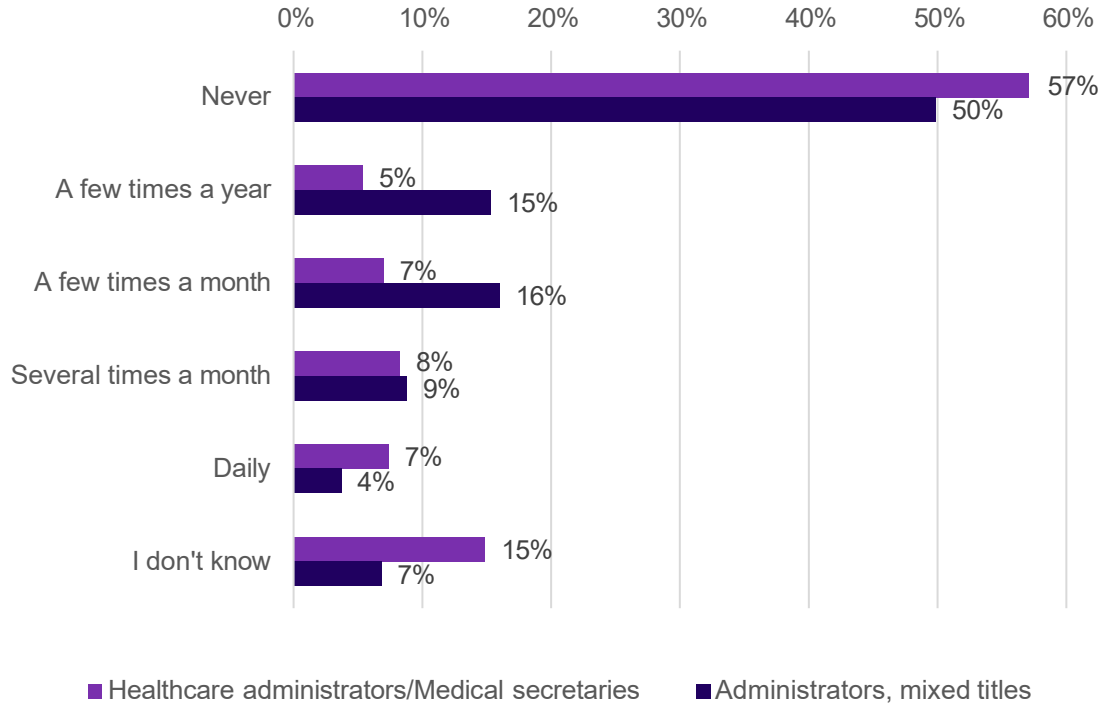
Few administrators use AI in their everyday work life

The vast majority of respondents said that they rarely used AI at work. Only 15 percent of medical secretaries and 13 percent of administrators, mixed titles, responded that they used AI daily or several times per month.

Medical secretaries made extensive use of AI tools provided by their employer. This is likely explained by the use of speech recognition software in their jobs.

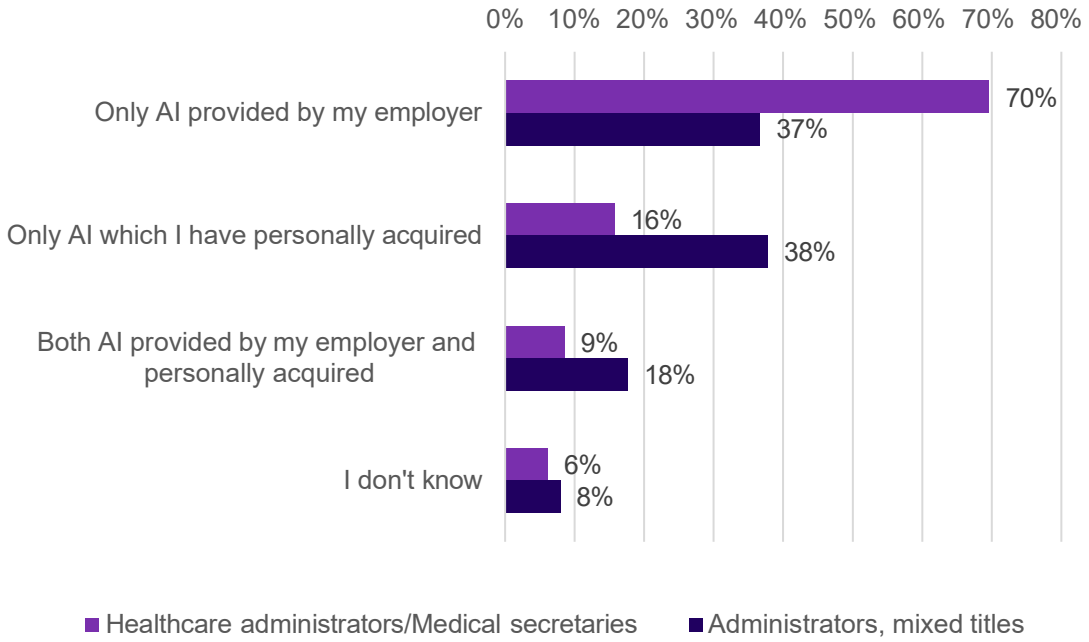
Those who responded that they only used AI that they had personally acquired were likely referring to AI-tools such as Chat GPT or Copilot.

Fig. 4. How often do you use AI at work?



Comment: The posed question was: "How often do you use AI in your work?" Base: Respondents who stated that the use of AI is permitted in their workplace and assessed their knowledge of AI as low, average, fairly high, high/very high, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=2713).

Fig. 5. Do you use AI tools at work as provided by your employer or those which you have acquired personally (for example, a Chat GPT account)?



Comment: The posed question was: "Do you use AI-tools at work which are provided by your employer or that you have personally acquired (for example a login to Chat-GPT?") Base: Respondents who stated that they used AI (n=1012).

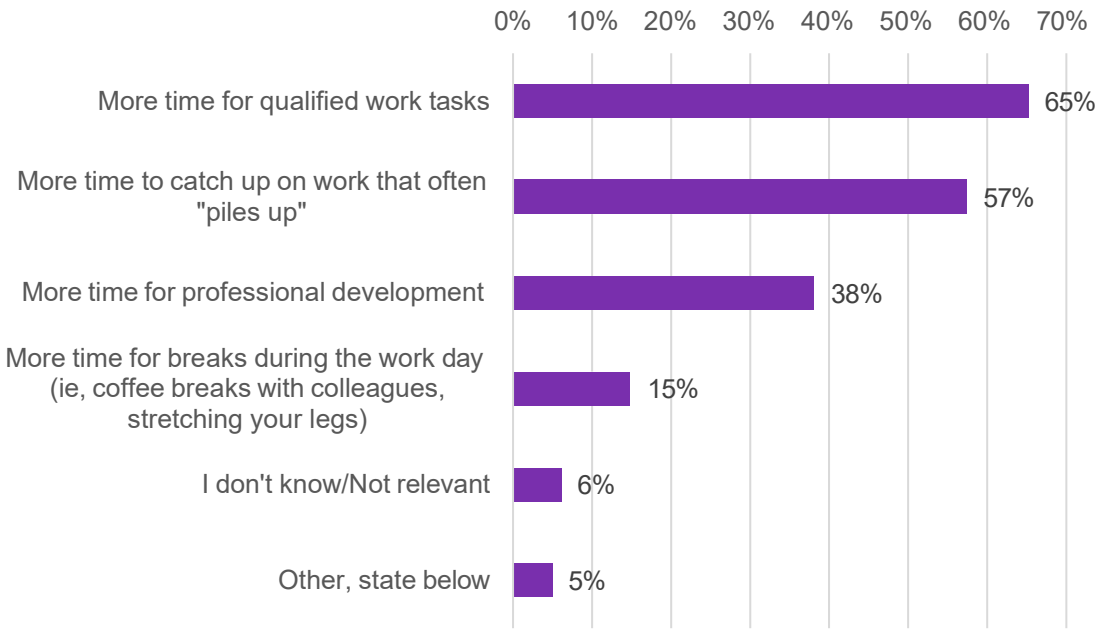
A vision for the future

AI can free up time for more qualified professional tasks

In total, six out of ten respondents stated that there was a need for them to learn more about AI in their professional capacities, and many perceived that an increased use of AI could simplify or change their jobs and how they allocated their work time. Many mainly believed that AI would free up more time for qualified professional tasks, improve their chances of catching up on lagging work tasks, and free up time for professional development.

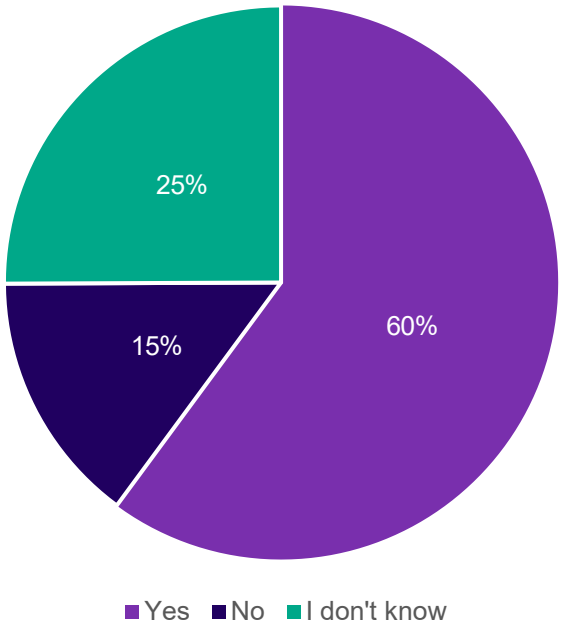
Translated from the open-ended comments: "In spite of this, I think that AI should be able to perform many of the repetitive, monotone job tasks that are currently done manually, sometimes by several people in the same system. A quicker and more efficient method for processing data can free up time for other tasks."

Fig. 6. How do you think that AI could/should simplify/change your job?



Comment: The posed question was: "How do you think AI could/should simplify/change your job? When it comes to using your working hours?" It was possible to select several options. Base: Respondents who responded "yes" to the question: "Do you think that AI could/should simplify/change your job? When it comes to using your working hours?" and who assessed their knowledge of AI as average, fairly high, or high/very high (n=1767).

Fig. 7. Do you see a professional need to learn more about AI?



Comment: The posed question was: "Do you see a need to learn more about AI in your professional capacity?" Base: Respondents in the survey (n=7161).

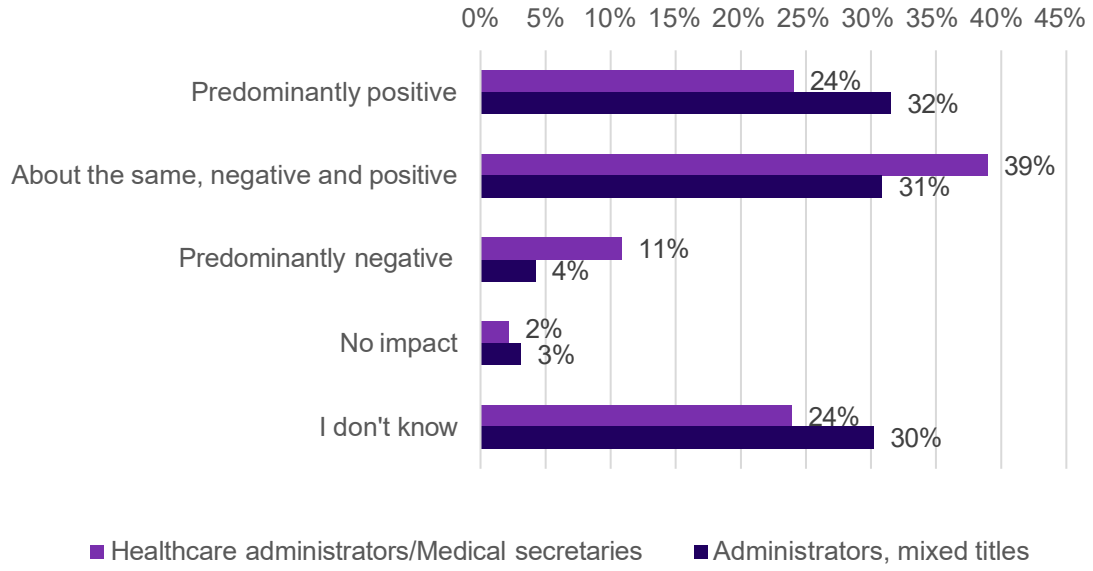
Impact on organisational efficiency, quality, and work environment

In the survey, questions were asked about whether the administrators thought AI would have a positive or negative impact on the quality, efficiency, and work environment of their organisation.

Efficiency

The greatest positive impact administrators believed that AI would have on their organisation is increased efficiency. In total, nearly three out of ten administrators responded that, overall, they thought that AI would eventually have a predominantly positive impact on efficiency. However, many were unsure or believed that AI would have both positive and negative impacts.

Fig. 8. Do you believe that AI will have a positive or negative impact on your organisation's efficiency in the long term?



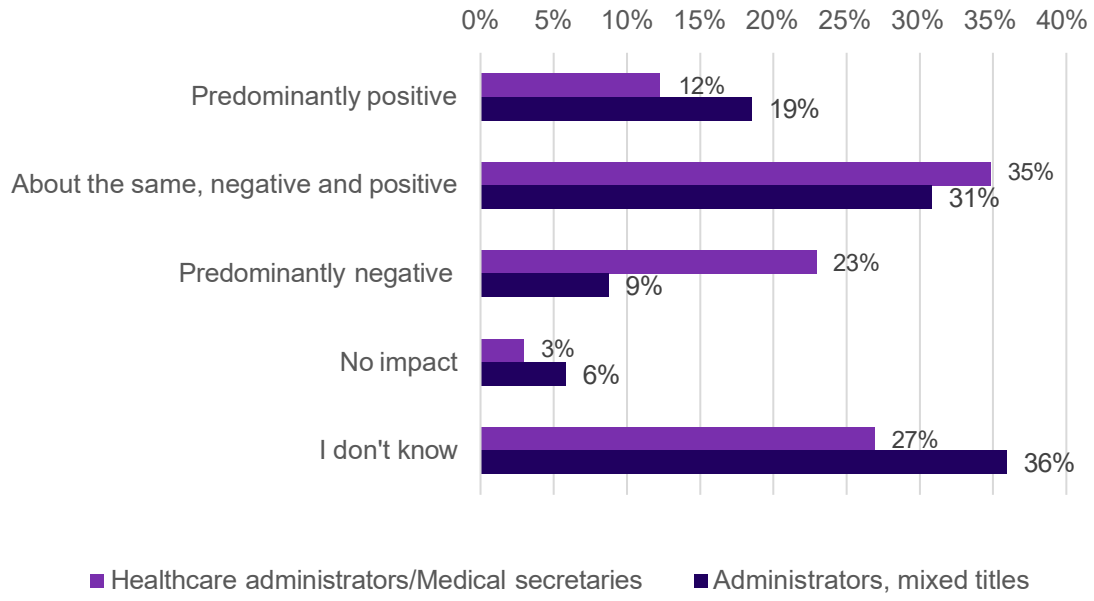
Comment: The posed question was: "Do you think that AI will in time have a positive or negative effect on…/the organisation's efficiency." Base: Respondents who had fairly low, average, fairly high or high/very high knowledge of AI, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=6761).

Work environment

The results show some differences between the response groups. In total, 19 percent of administrators, mixed titles, believed that AI would have a predominantly positive impact on their work environment. The corresponding number for medical secretaries was 12 percent. Again in this question, the number of administrators, mixed titles, and medical secretaries who felt uncertain about the impact of AI was quite high.

Over a fifth of medical secretaries responded that they believed AI would have a predominantly negative impact on their work environment in the long run, which is concerning.

Fig. 9. Do you believe that AI will have a positive or negative impact on your work environment in the long term?



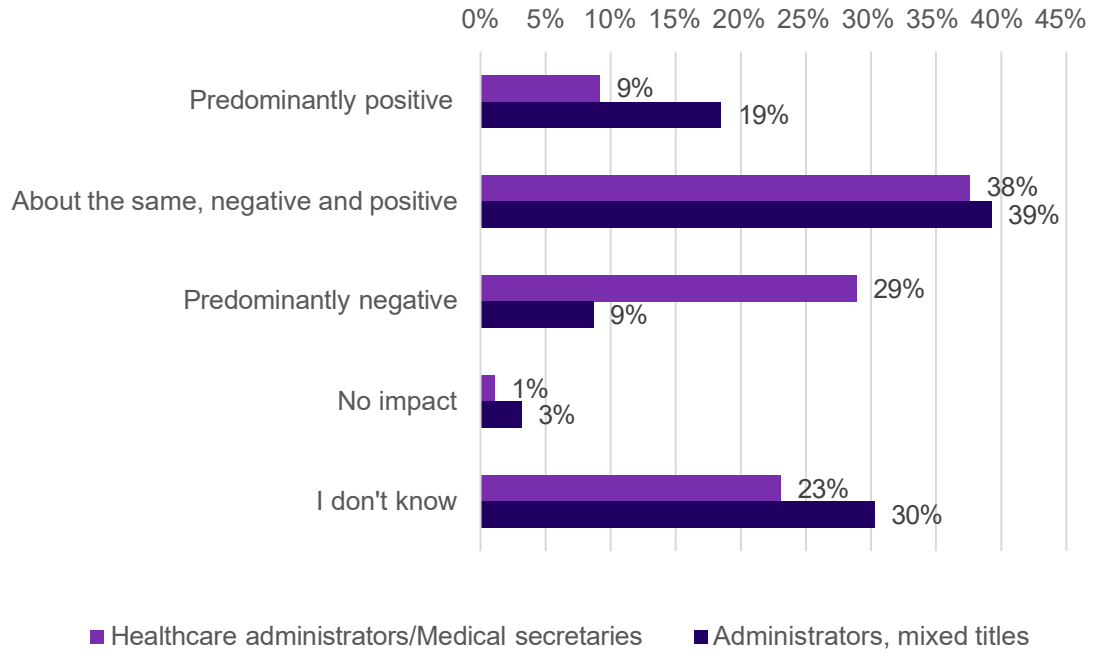
Comment: The posed question was: "Do you think that AI will in time have a positive or negative effect on…/your work environment") Base: Respondents who had fairly low, average, fairly high or high/very high knowledge of AI, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=6761).

Quality

Most respondents stated that they felt more or less equally negatively as positively about the impact that AI would have on the quality of their organisation in the long run. Their opinion was that AI can have both advantages and disadvantages.

Medical secretaries felt significantly more negatively about the impact that they expected the introduction of AI would have on the quality of their organisation. Nearly 30 percent responded that they believed AI would, in the long run, have a predominantly negative impact on quality.

Fig. 10. Do you believe that AI will have a positive or negative impact on the quality of your organisation in the long term?



Comment: The posed question was: "Do you think that AI will in time have a positive or negative effect on…/the quality of the organisation." Base: Respondents who had fairly low, average, fairly high or high/very high knowledge of AI, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=6777).

The open comments for this question revealed a certain concern that quality could worsen and that there was a risk that AI tools would be seen by employers as a replacement rather than an add-on.

Translated from the open comments: "When it comes to speech recognition, I believe that patient safety is at risk. We medical secretaries react when we enter what the doctor dictated and notice that they miss-spoke - and doctors do that quite often. The speech recognition software does not react when the doctor says "right leg" but means "left leg". But we do. We adjust the grammar and make the text easier to understand. Speech recognition software can't do that."

How AI could impact work in the next five years

The response groups had different perspectives on how much they believed AI would affect their work in the coming years.

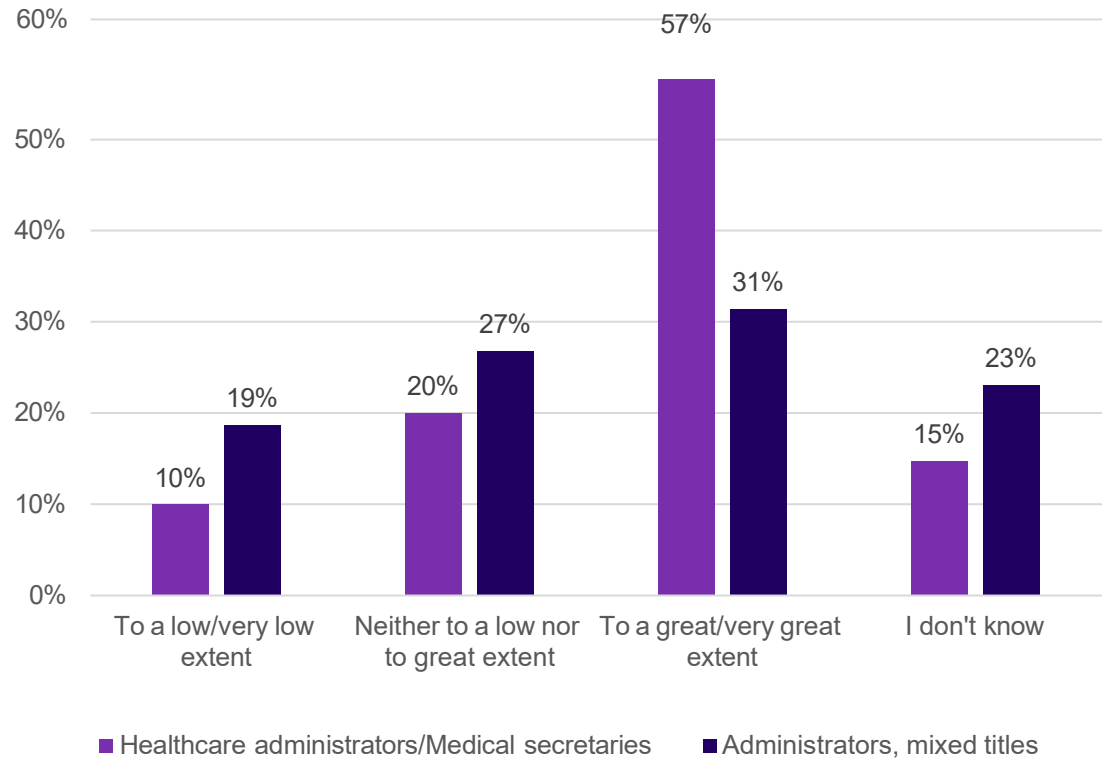
More than half of the medical secretaries responded that AI would have a great impact on their way of working in the next five years.

Despite this belief being held by many, the open comments revealed that administrators thought that software would become more important and would be harder to replace with an algorithm.

Translated from the open comments: "The ability to handle people in different contexts. AI will never be able to replace the personal contact and empathy a real person can provide. We need to meet real people, when we check in at reception, for example."

"I believe that digital tools can simplify jobs through a reduction in workload. However, I think that it is important to remember the human values that a computer can never replace."

Fig. 11. To what extent do you think AI is going to impact your way of working in the next five years?

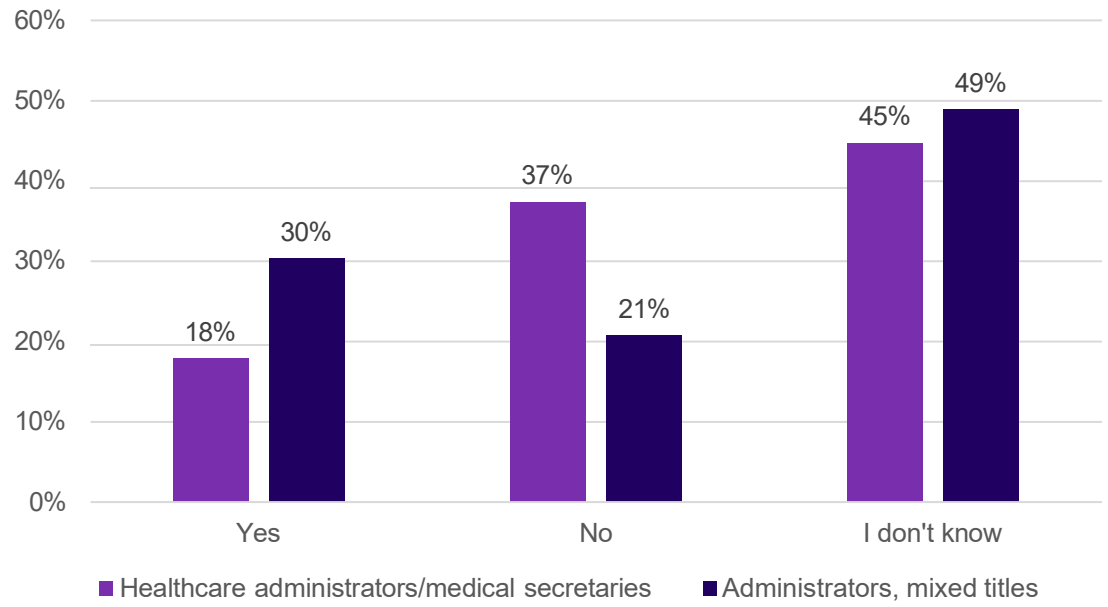


Comment: The posed question was: "To what extent do you believe that AI will affect your way of working in the next five years?" The responses were graded on a five point scale, from 1 = to a very low extent to 5 = to a very great extent. Scales 1 and 2 correspond to "a low/very low extent". "Neither to a low extent nor to a great extent" corresponds to 3, and scales 4 and 5 correspond to "a great/very great extent". Base: Respondents who had fairly low, average, fairly high or high/very high knowledge of AI, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=6799).

What distinguishes those who wanted to use AI more than they currently did was that they were more likely than other respondents to believe that AI would impact their work in five years' time, and that their work would become simpler/changed with the help of AI. They also saw a greater need to learn more about AI.

In total, 18 percent of medical secretaries said that they wanted to work more with AI than they currently did, which can be compared to 30 percent for the other groups who responded to the survey. In the open comments, many responded that their attitude towards AI was greatly affected by the speech recognition programmes that they worked with, which, in many cases, created more work and a reduced quality of medical records.

Fig. 12. Would you like to use AI more in your job than you do today?



Comment: The posed question was: "Would you like to use AI in your work more than you do today?" Base: Respondents who had fairly low, average, fairly high or high/very high knowledge of AI, or responded that they had heard of, for example: Chat GPT, Copilot, or AI for speech recognition (n=6785).

Organisational conditions – obstacles and possibilities

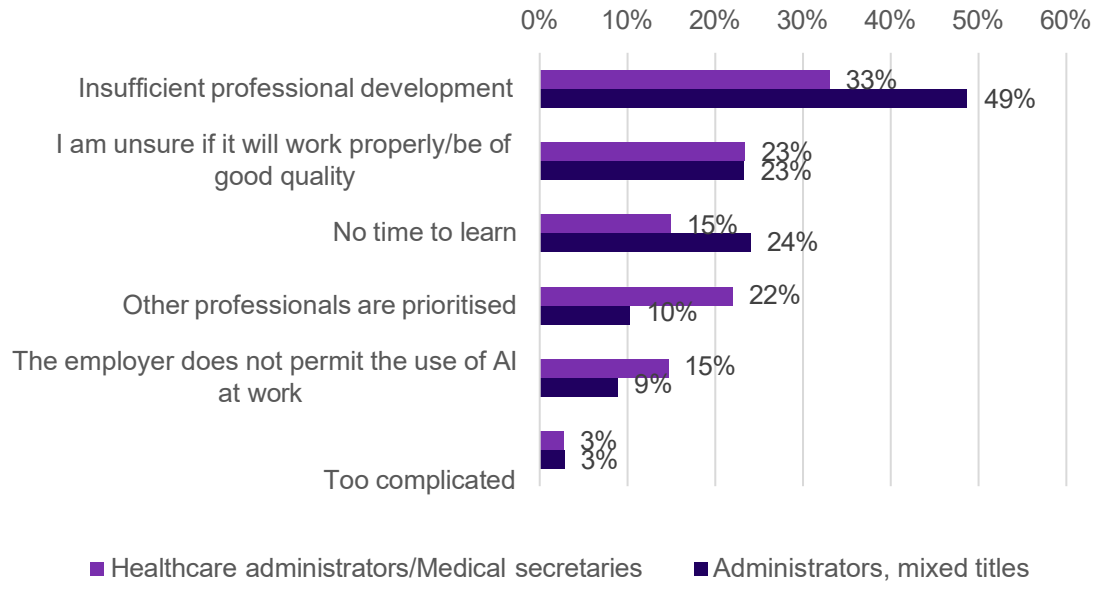
The results indicated that feeling involved in the introduction of AI is connected to how positively or negatively one feels about the effects of AI on the organisation. The results also showed a clear relationship between administrators' degree of professional development and their view on AI's impact on the organisation's efficiency, quality, and work environment. The more upskilling one had received, the more likely one was to answer that AI would have a positive impact.

The biggest obstacle to using AI in the workplace is a lack of skills training

Many felt uncertain about whether they wanted to use AI more in their work than they currently did. This could be attributed to a lack of knowledge about whether AI tools are actually allowed in the workplace, as well as to a lack of skills training and professional development on how to use new technologies.

The survey results pointed to several factors that prevented many from using AI more in their jobs. The lack of professional development was the biggest obstacle. Other common reasons that limited the use of AI in the workplace were the uncertainty around whether AI tools worked properly in terms of providing correct information, whether they were of high enough quality, and/or the lack of available time for learning to use new technologies.

Fig. 13. What prevents you from using AI more in your work than you do today?



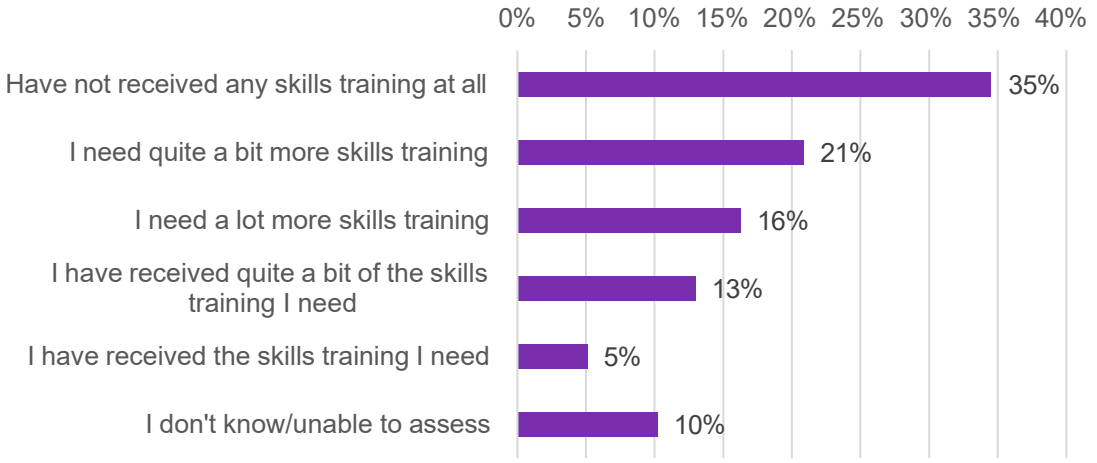
Comment: The posed question was: "What prevents you from using AI in your work more than you do today?" Base: Respondents who responded "yes" to the question "Would you like to use AI more in your work than you do today?" The data for the response "Other" is not shown (n=1736).

Far too few have received the professional development they need

The survey included questions about professional development in general as well as related to the AI that was being used or would be used in the workplace.

Only 18 percent of respondents said that they felt that they had received or mostly received the skills training they needed when it came to the AI that was already being used or would be used in their jobs. The results expose the lack of skills training and a great need for continued professional development.

Fig. 14. Have you received the skills training you need when it comes to AI?



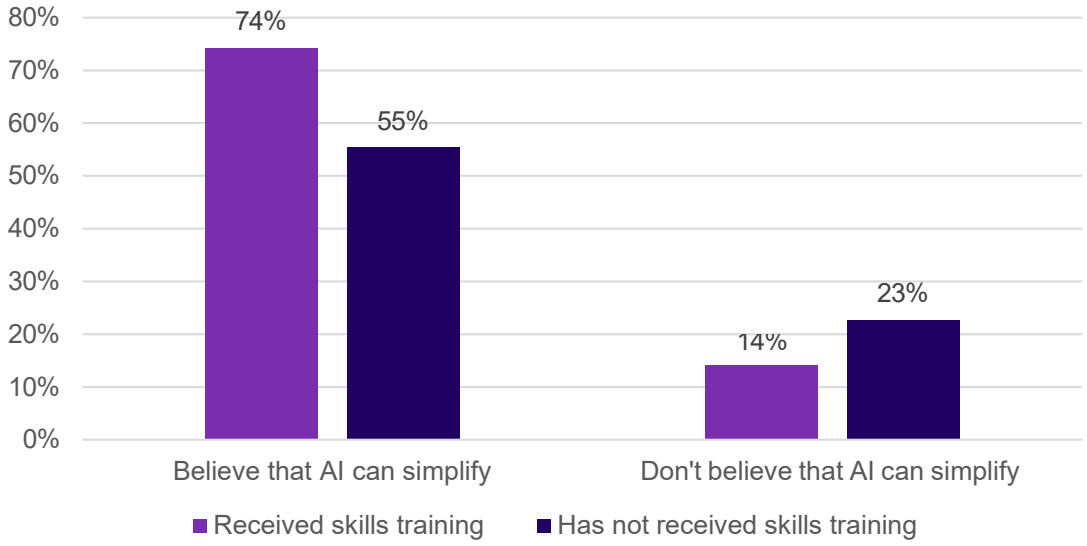
Comment: The posed question was: "Do you feel that you have received the competence development that you need when it comes to the AI that is being used/will be used in your job?" Base: Respondents who responded that they use AI in their work today or that they will be using AI in their work to the question "Has your employer purchased AI tools that are being used or will be used in your job?" (n=1234).

Possible impacts of skills development

Although the basis for this takeaway is relatively small, we can see that the responses vary between those who had received skills development when it comes to the AI that affects their work compared to those who responded that they had not received any skills training. In our analysis, the responses “have mostly received” and “have received” were put together to form a group called “Received skills training”. This group was then compared with the group of respondents who said that they had not received any type of skills training at all.

In total, 74 percent of respondents who had received upskilling related to the AI they used at work felt that AI could reduce their working hours, compared to the 55 percent of respondents who had not received any skills training.

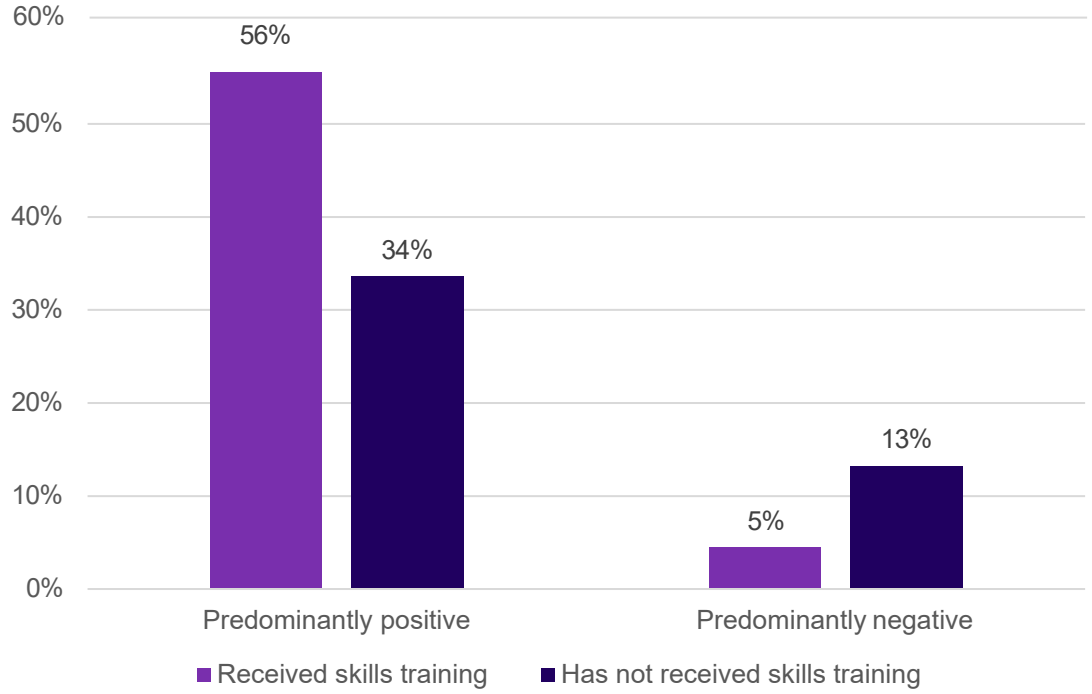
Fig. 15. Do you believe that AI could simplify/change your work when it comes to working hours? In relation to skills training.



Comment: The posed question was: “Do you believe that AI could/should simplify/change your job? When it comes to how you use your working hours?”) and is compared to those who responded to the question “Do you feel that you have received the skills training that you need when it comes to the AI that is being used/will be used in your job?” The data for the response “I don’t know” is not shown. Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high (n=372).

The results also showed a relationship between those who responded that they had received skills training and those who responded that they had not, and how they believed that their organisation would be affected, for example when it came to the efficiency of the organisation. In total, 56 percent of respondents who said that they had received AI upskilling believed that AI would, in the long run, have a predominantly positive impact on their organisation’s efficiency. In comparison, the proportion amongst those who responded that they had not received upskilling was 34 percent.

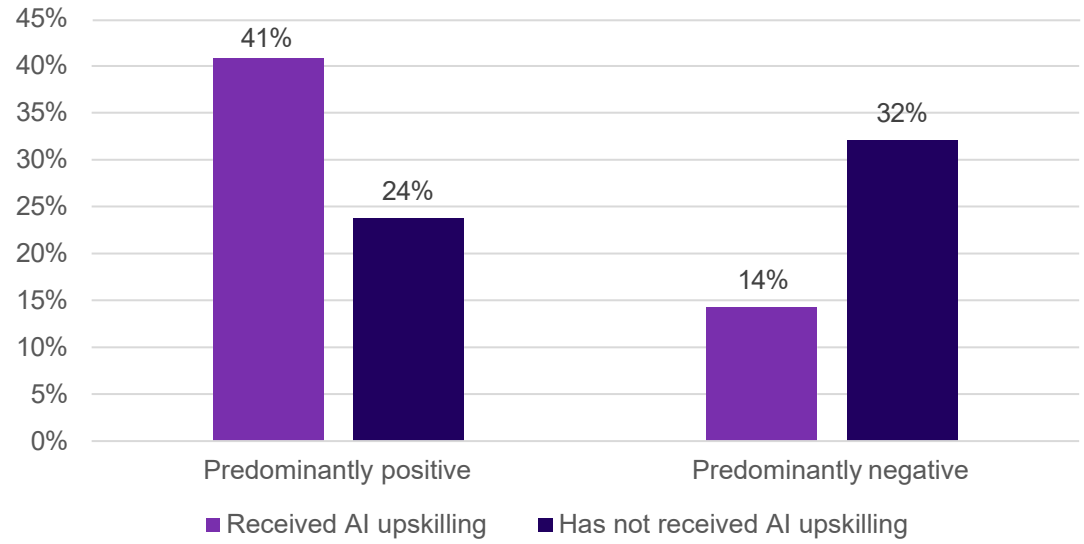
Fig. 16. Do you believe that AI will have a positive or negative impact on your organisation's efficiency in the long run? In relation to skills training.



Comment: The posed question was: "Do you believe that AI will in time have a positive or negative effect on…/the organisation's efficiency?" and is compared to those who responded to the question "Do you feel that you have received the skills training that you need when it comes to the AI that is being used/will be used in your job?" The data for the responses "About the same, negative and positive", "No impact", and "I don't know" are not shown. Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high, or responded that they had heard of Chat-GPT (n=330).

There is a relationship between whether respondents had received professional development in this area or not, and their general attitude towards AI. Those who had received AI-related professional development were more positive (41 percent) compared to the 24 percent who responded that they had not received any skills training.

Fig. 17. Are you generally positive or negative towards AI's impact on your work life? In relation to skills training.



Comment: The posed question was: "Are you generally positive or negative towards the impact of AI in your work life?" and is compared to the question "Do you feel that you have received the skills training that you need when it comes to the AI that is being used/will be used in your job?" The data for the responses "About the same, negative and positive", and "I don't know" are not shown. Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high, or responded that they had heard of Chat-GPT (n=360).

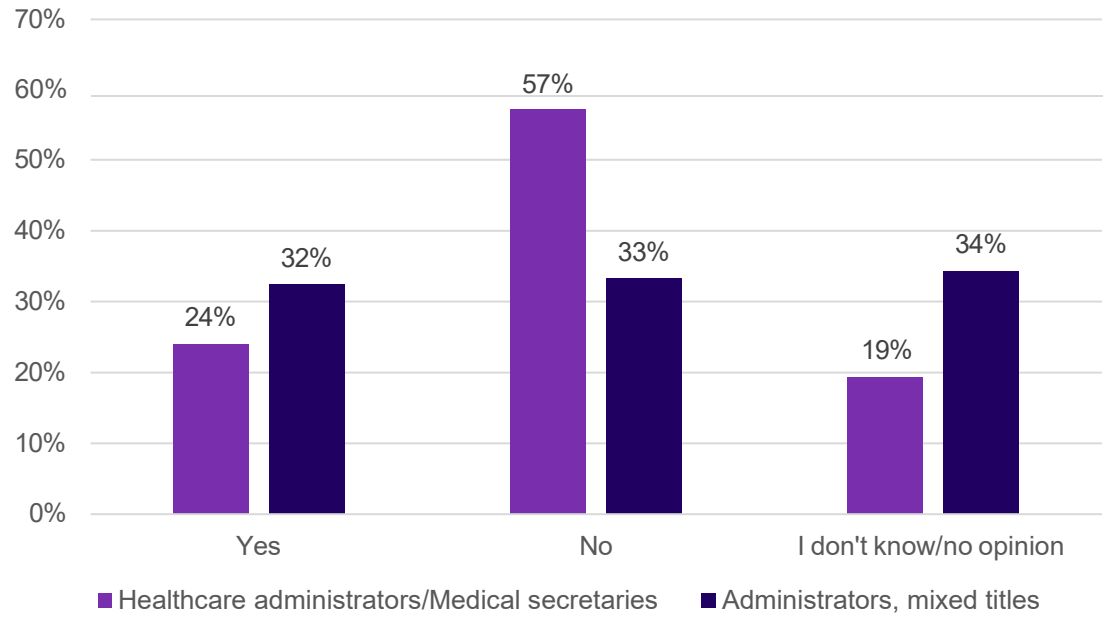
Too few have the opportunity to participate in the implementation of the AI that affects their jobs

Those who responded that their employer had purchased AI that was being used or would be used in their work received the additional question: "Do you feel that, as a user of the AI tool that affects your job, you were sufficiently involved in its introduction/implementation?"

Medical secretaries expressed to a significantly higher degree that they were not involved in the introduction/implementation of AI tools that affect their work, compared to the other response groups. In total, 57 percent of medical secretaries responded that they were not sufficiently involved, compared to 33 percent of administrators, mixed titles.

The difference between the response groups is interesting. The medical secretaries are clearer in their answers and felt to a greater extent that they were not involved in implementation processes. They seemed to have an easier time expressing their opinion on the matter. The response "I don't know" was selected by more of the administrators, mixed titles, which points to more difficulty with answering the question. This is possibly due to medical secretaries having greater access to AI tools in the workplace, as implemented by their employer.

Fig. 18. Do you feel that, as a user of the AI tool that affects your job, you were sufficiently involved in its introduction/implementation?

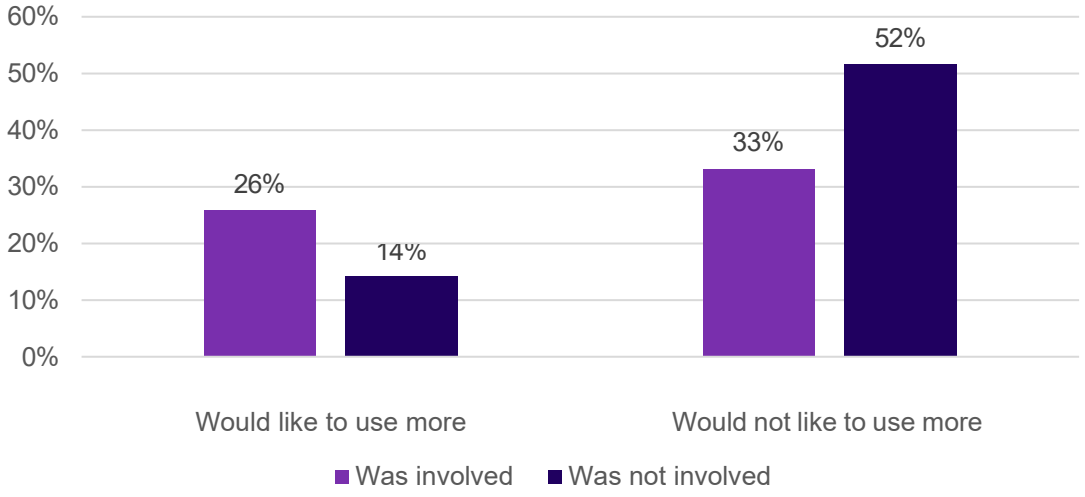


Comment: The posed question was: "Do you feel that as a user of the AI tool that affects your job, you were involved to a sufficient degree in its introduction/implementation?" Base: Respondents who said that their employer had purchased tools that are used in their jobs today or will be used in their jobs (n=1222).

Clear differences between those who are involved and those who are not

There are clear differences in the results of those medical secretaries who participated in the introduction/implementation of the AI that affects their jobs, and those who responded that they were not involved. Amongst the medical secretaries who felt that they were not involved to a sufficient degree, 52 percent responded that they did not want to use AI more than they currently did, compared to 33 percent of those who were involved.

Fig. 19. Would you like to use AI more than you currently do?



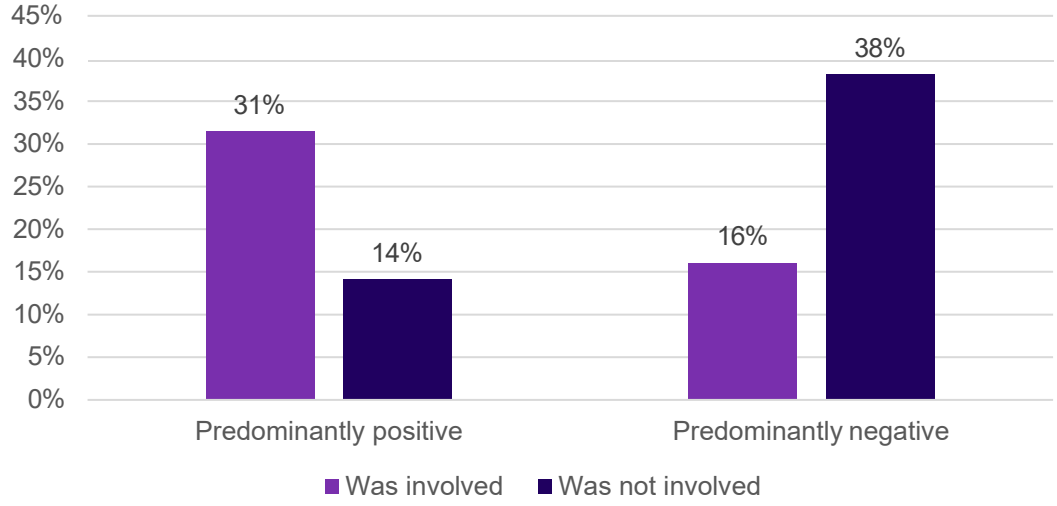
Comment: The posed question was: "Would you want to use AI in your work more than you currently do?" "Would like to use more" corresponds to the answer "Yes" and "Would not like to use more" corresponds to the answer "No". The data for the response "I don't know" is not shown. The responses are compared to the question "Do you feel that as a user of the AI tool that affects your job, you were involved to a sufficient degree in its introduction/implementation)" Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high, or responded that they had heard of Chat-GPT (n=391).

Participation in implementation process leads to a greater likelihood of foreseeing a more positive impact on the organisation

Quality

Those who felt that they were sufficiently involved in implementation processes were more likely to believe that AI would have a positive impact on the quality of their organisation. Amongst those who felt that they were sufficiently involved, 31 percent responded that they believed AI would in the long run have a positive effect on the quality of their organisation, compared to 14 percent of those who felt that they were not involved.

Fig. 20. Do you think that AI will have a positive or negative impact on your organisation's quality in the long run? In relation to involvement.

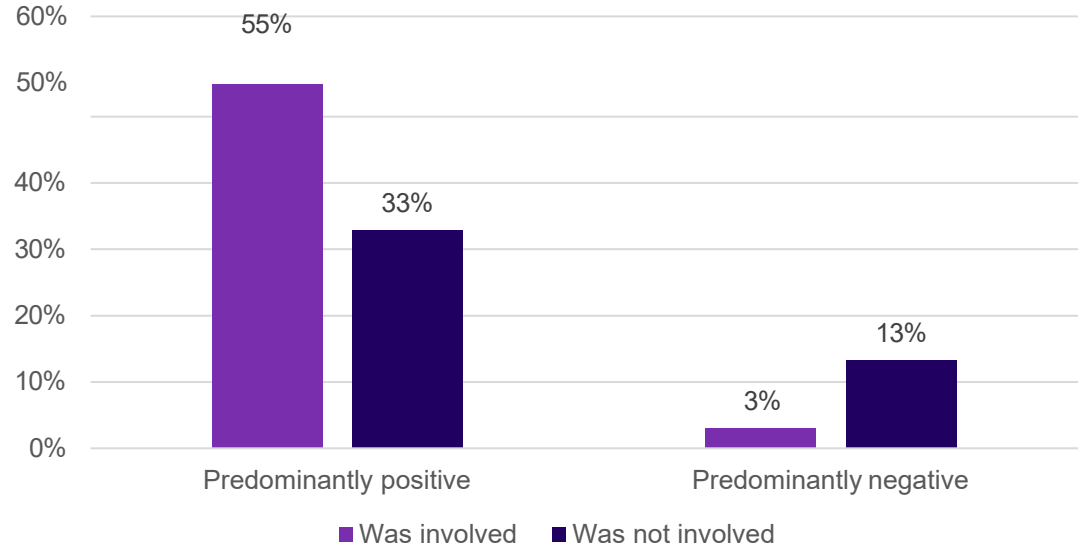


Comment: The posed question was: "Do you think that AI will in time have a positive or negative effect on…/the quality of the organisation.") Other response options that are not shown are "About the same, negative and positive", "no impact", and "I don't know". Responses are compared to the answer to the question: "Do you feel that as a user of the AI tool that affects your job, you were involved to a sufficient degree in its introduction/implementation?". Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high, or responded that they had heard of Chat-GPT (n=461).

Efficiency

A similar pattern is noticeable when it comes to questions about the organisation's efficiency, as well as its workplace environment. Amongst those who were involved in implementation processes, 55 percent responded that they believed AI would have a positive impact on their organisation's efficiency compared to 33 percent amongst those who did not feel involved.

Fig. 21. Do you think that AI will have a positive or negative impact on your organisation's efficiency in the long run? In relation to involvement.



Comment: The posed question was: "Do you think that AI will in time have a positive or negative effect on…/the efficiency of the organisation?" Other response options that are not shown are "About the same, negative and positive", "no impact", and "I don't know". Responses are compared to the answer to the question: "Do you feel that as a user of the AI tool that affects your job, you were involved to a sufficient degree in its introduction/implementation?" Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high, or responded that they had heard of Chat-GPT (n=459).

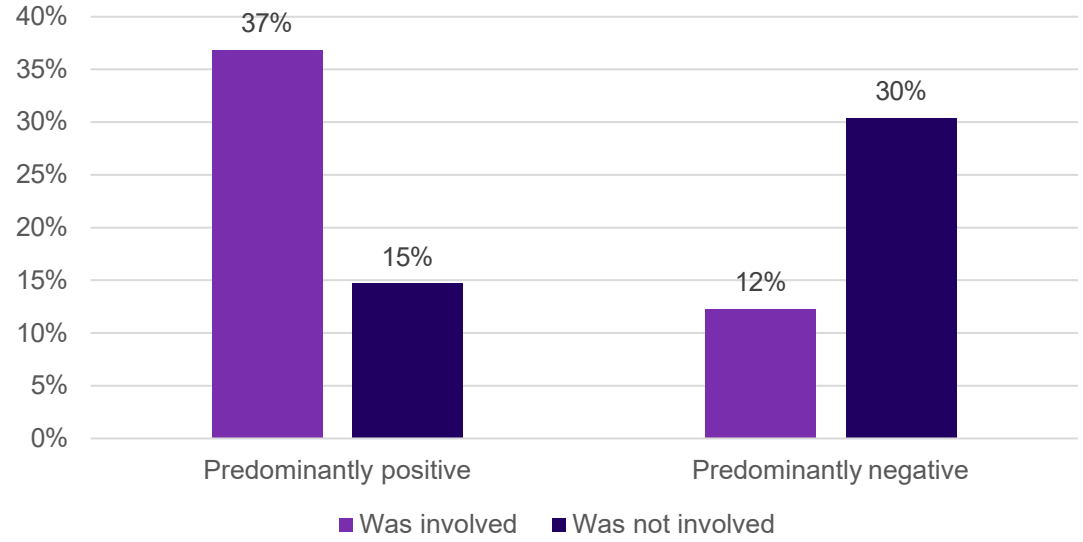
Work environment

The effect is also clear when it comes to perspectives on AI's potential impact on the work environment. Those who felt that they were sufficiently involved in the implementation of AI tools that impact their jobs responded at a rate of 37 percent that they believed AI would have a predominantly positive impact on their work environment.

Amongst those who stated that they were not sufficiently involved in implementation processes, 30 percent believed that AI would have a predominantly negative impact on their work environment, compared to the average of 14 percent.

The responses of the medical secretaries stick out, with 23 percent believing that AI would have a predominantly negative effect on work environments. That proportion climbs to 40 percent amongst those who did not feel that they were involved. This is nevertheless a small number, which means that this result must be interpreted cautiously.

Fig. 22. Do you think that AI will have a positive or negative impact on your work environment in the long run? In relation to participation in implementation.



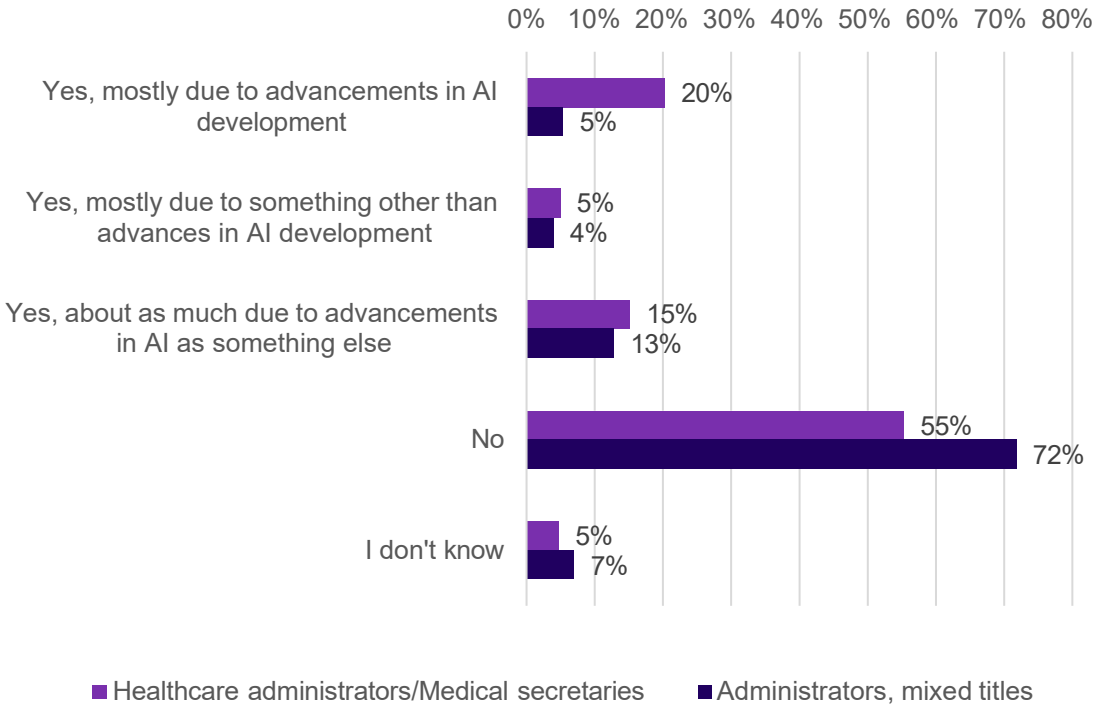
Comment: The posed question was: "Do you think that AI will in time have a positive or negative effect on…/your work environment?" Other response options that are not shown are "About the same, negative and positive", "no impact", and "I don't know". Responses are compared to the answer to the question: "Do you feel that as a user of the AI tool that affects your job, you were involved to a sufficient degree in its introduction/implementation?" Base: Survey respondents and those who assess their knowledge of AI as average, quite high, or high/very high, or responded that they had heard of Chat-GPT (n=424).

Medical secretaries are worried about losing their jobs due to advancements in AI development

Many medical secretaries were worried about losing their jobs. Four out of ten responded that they were concerned about this. The results showed that this concern was mostly due to advancements in AI development, but it could also be due to the cutbacks and layoffs that are affecting many organisations.

A total of 20 percent of the medical secretaries were concerned that they would lose their jobs because of AI, compared to five percent of the administrators, mixed titles. The results showed that fewer of the medical secretaries who were involved in the implementation of AI were worried about losing their jobs.

Fig. 23. Are you worried about losing your job?



Comment: The posed question was: "Are you worried about losing your job?" The total sum is over 100 due to rounding up. Base: Survey respondents (n=7185).

Vision’s analysis

Knowledge about AI and how it can be used needs to increase

Generative AI is quickly becoming a natural part of both our work lives and our society. Using it correctly can lead to innovation and an increase in productivity, which could very likely improve welfare, strengthen Sweden’s competitiveness, and make public administration more efficient. But this is dependent on AI being implemented in a secure and ethical way, and that conditions are made good for lifelong learning and adjustments.

It is clear that AI development has impacted administrators in very different ways. Many medical secretaries use AI in their jobs in the form of speech recognition software purchased by their employers. Life is different for other groups of administrators who took part in the survey. Those who use AI tools to a greater extent tend to have purchased these themselves, for example. This probably explains why, to a certain extent, the view of AI in daily working life is different for medical secretaries and the other administrators in the survey. Those who purchased the tools personally were, for example, more likely to be more knowledgeable and more motivated to use AI from the get-go, and they could see its advantages.

This study has shown that many administrators believe that AI could give them more time for qualified work tasks, an increased possibility of catching up on lagging work tasks, and more time for professional development. But there are a number of obstacles to eliminate.

One obstacle is that many of Vision’s administrator members feel uncertain about what applies in their workplaces, and that it is unclear if they are allowed to use AI tools. Additionally, many felt that they were not sufficiently involved in the implementation of AI tools in their workplaces.

The results indicated that those who already used AI wanted to use AI even more than they currently do. The results also highlighted that those who were allowed to use AI at work and felt involved in the implementation of AI also had a more positive perspective on AI. For more administrators to have the opportunity to test out new technologies and AI tools, they must be given the opportunity to get involved and learn.

Employers must be clearer in communicating what applies when it comes to AI in the workplace, and they must formulate guidelines for how various AI tools are allowed to be used. By giving employees a clear understanding of how AI can be integrated in their day-to-day work, the employer can reduce uncertainty and, at the same time, facilitate an effective and responsible implementation of AI.

Lifelong learning is even more important in a changing labour market

In a working world undergoing such a transformation, continuing professional development is key if employees are to remain relevant on the labour market. Skills training efforts focused on the world of AI will be necessary so that AI can be understood and used by more people in their day-to-day work.

The results showed that this lack of available competence development is the biggest obstacle preventing many from using AI tools to a greater degree. Additionally, the results indicated that skills training had a definite effect on the way AI was viewed, and that those who had received upskilling in AI had a more positive approach to it. Furthermore, the perspective one had on AI affected their beliefs surrounding the impact of AI on their organisation’s efficiency, quality, and

work environment. Those who got to participate in competence development felt to a greater degree that AI would have a positive impact on their organisation.

The need for continual professional development will also increase, and this creates a requirement for good job security procedures, and opportunities for further training and adjustments. There is also a need for an educational offering that is adapted to the entire labour market and that can meet the growing need for AI-related skills. This means that training coordinators must have the ability to quickly adjust their offered programmes so as to be able to provide relevant and future-proof courses. It must also be possible to, for example, study on the side while continuing to work, which will require the availability of part-time and distance education programmes.

Financial aid for transition and retraining (*"Omställningsstudiestöd"* in Swedish)[11] as negotiated by the different parties active on the labour market, is essential for individuals to have the chance to adapt and increase their competencies. This fund provides the opportunity to study mid-career while receiving financial support.

Vision has previously published reports that highlight the importance of employers having strategic and long term competence development plans which analyse future needs and can be used as a launching point for employees seeking to broaden their skills. This analysis might show how certain job tasks could become automated, how new career paths could be created, and how completely new occupations could come to exist[12].

Vision's members should be involved in the introduction of AI

There is a huge pressure to change working life in the welfare sector. New technologies and new ways of working are setting the need for transformation and creating new opportunities. Many of Vision's administrator members believe that AI will have a great impact on their work in the coming years, and that AI will simplify their work tasks as well as create time to do more qualified work tasks. Through automating repetitive tasks at work, more time could be dedicated to meaningful and complex work tasks. This would lead to a more efficient use of time and resources, and could contribute to an increase in the quality of welfare services for residents and other patrons.

Administrators and other employees should feel that they are involved in the introduction of AI, and they should feel safe using AI tools. The survey shows that there is a concern, especially amongst the medical secretaries who are members of Vision, that they may lose their jobs following the introduction of AI. However, results also indicated that this concern around layoffs was lessened amongst those medical secretaries who were involved in implementing the AI.

The medical secretaries who said that they participated in the implementation of AI tools that affect their jobs had a stronger tendency to answer that they would like to use AI more than they currently do. Those who felt that they were involved also felt more positively towards the impact AI would have on the organisation's efficiency, quality, and work environment. The results showed that participating in processes related to AI implementation positively affected both attitudes towards AI, and perspectives on organisational efficiency.

Employees and managers need to be involved to the highest degree possible in the purchasing and implementation of AI tools in the workplace. Vision's administrator members have a good

[11] Omställningsstudiestöd (vision.se)

[12] Kompetensundersökningen 2021

understanding of, for example, which work tasks could be automated, and which meaningful and complex work tasks they could dedicate more time to.

A good digital work environment even when working with AI

A changing work life requires working on workplace environment. There is some concern, which comes across clearly in the responses from medical secretaries, that advances in AI will have a negative impact on work environments. It is important to prioritise work environment issues during the implementation of AI in workplaces, by considering work environment factors during the early stages of planning, developing, and introducing new technology. More research is also needed on how introducing AI impacts the work environment.

Digital work environments should be included in the systematic work environment process in workplaces. Suntarbetsliv has created a digital safety and security checklist as a first step towards helping to improve digital work environments, and this can help employees, managers, and safety representatives work together to create a better digital work environment.[13].

Women-dominated branches must not be left behind

Vision foresees a risk that women-dominated branches may miss out on opportunities to utilise the potential of AI. Not getting to work with, to give an example, appropriate technology or AI tools, can lead to inefficiency, a worsened digital work environment, and to employees missing out on the competence development that is necessary for them to remain attractive on the broader labour market.

To meet this type of progress, employees and managers have to be engaged and have opportunities to affect processes surrounding AI in the workplace.

Some municipalities and regions have come further when it comes to using AI, and the way they use AI varies greatly depending on which organisations are being assessed. Vision has previously published reports that highlight the need for a national coordination effort for digital development in the welfare sector, and that need remains. The state must support municipalities and regions to a greater extent in their digitalisation and AI processes, because their own capabilities are unequal[14].

The need for a common infrastructure for AI usage is also highlighted in the AI Commission's report as one way for the public sector to take the necessary steps towards increasing its use of AI, thereby increasing the benefits to society[15].

A fair procurement process even for AI

AI technology's quick development comes with climate-related risks. New AI models and training them can require a lot of energy, which can have a negative impact on the environment. To reduce the risks, politicians should use public procurement processes as a tool to set higher climate requirements when purchasing AI. It is also important that those who work with procuring AI systems and new technologies have an understanding of how AI impacts the environment, and what can be done to limit its negative impact.

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[13] Tips för ökad delaktighet i digital arbetsmiljö- Digi-ronden

[14] Rapport om välfärdens digitala arbetsmiljö

[15] AI-kommissionens Färdplan för Sverige

A general increase of knowledge around AI is required

The need for a political strategy is great, and Sweden will need to set higher ambitions if it wants to be equipped to utilise AI to its full potential and increase the use of various AI tools. Furthermore, a long range planning horizon is required, as well as sufficient resources. This certainly applies to the municipalities and regions where many of Vision's members work.

Aside from strategic planning and resource distribution, there needs to be a general increase in the knowledge and understanding of AI. This is essential so that more people can gain the necessary skills and feel safe in using AI tools in their jobs. Increasing their knowledge base could encourage more people to dare to take the leap and explore and reap the benefits of using AI technology.

It is inevitable that certain work tasks and occupations will be automated and disappear, while new ones will emerge. Advancements do not mean that the jobs that currently exist will disappear overnight. Rather, work tasks and roles will change at the same rate that new technologies develop. It is therefore important that good opportunities for lifelong learning are present through one's whole working life.

Vision wants…

- **Employers to be more clear about what applies when it comes to AI in the workplace** by developing guidelines about how various AI tools should be used. These guidelines should also address issues such as privacy, ethics, and security.
- **Employees and managers to have influence** over AI processes in the workplace, and for their expertise, knowledge and viewpoints to be taken into account. Vision's members should be involved in the procurement and implementation of new technologies and have the opportunity to affect these decisions.
- **Employers to ensure a good digital work environment.** Digital workplace conditions should be included in the systematic work environment process in the workplace.
- Employers to **establish strategic and long term competence and upskilling plans** and for employees to work alongside their managers to establish **individual professional development plans** during development talks - where the focus is on the goals of both the organisation and the individual.
- **Training coordinators to adjust their programmes** to meet the challenges and opportunities that technological advancements and AI provide.
- **A national coordination effort.** The state should take greater responsibility for issues related to AI infrastructure. In addition, more initiatives are needed to support municipalities and regions in their processes when it comes to AI, as their capacities are currently unequal.

Things to consider as a Vision representative

The introduction of AI in a Vision member's workplace is a development that requires attention and union involvement. By being an active participant in issues together with your local employer, we can ensure that our members' interests and rights are protected, and that members are involved in advancements. Vision should contribute to ensuring that AI is used in a way that both benefits employees and contributes to smart solutions where we operate. Therefore, it is important to be proactive and get involved in discussions around AI in order to positively impact its implementation.

Here are some tips for how elected union representatives can get started, and what to consider as a representative in the workplace.

1. **Understand AI technologies and their impact. Gain a basic understanding of what AI is. This can be done through information shared by your employer, or you can find some information here**[16].
2. **Identify the areas where AI is currently being used or could be used moving forward.** Cooperate with your employer and HR to identify the areas in which AI technology is currently being used or is proposed to be used in the future. Consider that many different member groups and work tasks could be impacted, such as administrative tasks for an administrator or decision-making process for caseworkers or managers.
3. **Ensure member influence.** When introducing new AI systems, member's viewpoints should be presented, and you as a representative should be given the opportunity to participate in this process.
4. **Demand training.** It is important that employers plan skills training and competence development for employees who are impacted by AI. This is important for ensuring that they can manage the technology, and take advantage of it.
5. **Communicate with members.** It is important to have a dialogue with members around opportunities and risks surrounding the introduction of various AI systems. Bring up member's viewpoints in your dialogue with your employer.
6. **Be engaged in the implementation process.** Make sure that your employer follows the agreed terms and conditions.
7. **Report and evaluate.** Be active in external monitoring and try to be solution-oriented and find opportunities for AI to simplify day-to-day work. If possible, choose one of the elected representatives to have the extra responsibility area of staying on top of AI-related issues.
8. **Feedback.** Give feedback on your experiences and good examples to your central representative so that others can learn from your work. Together, we make each other better!

[16] Fackliga perspektiv på AI

Method

The study that this report is primarily based on was conducted through a web-based survey during the period of 9 September 2024 to 26 October 2024. Relevant reports and statistics from government agencies, organisations, and other researchers make up the literature that was used to contextualise the survey's results.

Target group

The target group for the survey was Vision's members working in administrative occupations, a total of 39 015 people. 7 207 people responded to the survey, completely or in part. There were 6 880 female respondents and 326 male respondents. In some cases, the results from the respondent group consisting of medical secretaries/healthcare administrators have been presented separately in this report. A total of 10 014 people within this occupation received the survey and 2 276 of them responded to it completely or in part.

The survey began with a filter question addressing which of the 14 predefined administrative occupational areas the respondent worked with, including the option "Administrator, other area" in order to capture those who did not feel that they were a part of any of the predefined groups. The options "Not working at all at the moment" and "Not working as an administrator" were used to filter out those who did not belong in the target group for the survey. Apart from that, there were no other conditions posed about which administrative area the respondents worked in. The categories are mostly retrieved from SKR's occupation classification bank (*SKR:s yrkesklassificering AID (arbetsidentifikation)).* Some small adjustments were made to include relevant job titles from sectors outside of SKR's purview.

The following occupations were included in the filter question

Administrator in sales/purchasing/customer service/marketing

Administrator, finance

Administrator, pre-schools, schools, recreational programmes ("*fritids*"), and other pedagogical organisations

Administrator, HR/staffing/recruiting/payroll

Administrator, individual and family care, elderly care, disability, social psychiatry and integration work

Administrator, information/communication, municipal and society services

Administrator, IT

Administrator, culture, tourism, and outdoor recreation

Administrator, technical/building and real estate as well as community development

Administrator, traffic and public transportation

Receptionist, operator

Caretaker with mainly administrative tasks church/religious communities

Healthcare administrator/Medical secretary

Administrator, other area

The five occupation groups with the most survey respondents were broken down into short reports

Occupation	Number of respondents
Healthcare administrator/Medical secretary	2 591
Administrator, pre-schools, schools, recreational programmes (“fritids”), and other pedagogical organisations	887
Administrator, HR/staffing/recruiting/payroll	706
Administrator, finance	678
Administrator, individual and family care, elderly care, disability, social psychiatry and integration work	583

Sample

Data about people who work in administrative occupations was retrieved from Vision’s member database. The sample includes over 900 different administrative titles.

Distribution

The survey was sent via email, with two reminders.

Response rate

The total response rate was 18 percent and has been calculated from the number of responses after the filter question. The responses from medical secretaries have in certain cases been presented separately in this report. This group had a response rate of 23 percent.

AI is a complex, and, in many cases, new area for many people. The filter questions “How would you assess your knowledge of AI?” and “Have you heard of for example Chat GPT, Copilot, or speech recognition software?” were posed at the beginning of the survey to create relevance in the responses. Despite this, we noticed that in many cases, “I don’t know” was the most common response alternative, which shows how difficult it is to have a clear opinion without sufficient information.

The low response rate could be due to this. Someone who does not know what AI is would likely be less motivated to answer a survey about AI. The responses we received are therefore not representative of the whole population. A more cautious definition of our target group, as administrators with some understanding of AI, could have resulted in a higher response rate. We however did not have the opportunity to create a sample using that criteria.