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What do LA County Working Professionals in IT and Healthcare Think of AI's impact on their Field?

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ABSTRACT

With the rapid growth of Artificial Intelligence in the job market, it is of utmost importance to evaluate and understand the effectiveness of AI in the jobs of working professionals. The healthcare and IT industries are two areas within the job market seeing become an integral part of its work. However, these have led to concerns as to whether AI will promote a good work environment or be at risk of taking over the jobs of working professionals in these fields. This research aims to understand the effectiveness of AI in the jobs of working professionals. To answer this question, 10 semi-structured interviews were conducted with healthcare and IT professionals on AI's impact on their work. Important findings were that AI was not seen as a big threat to these professionals, and AI is still in a developing state, it is not actively used in these fields yet.

Introduction

Since the introduction of Artificial Intelligence (AI), the technology has taken the world by storm and revolutionized the future of humanity. AI can be defined as an intelligent computer system that is unique from other technologies because AI is a smart machine with the ability to learn and adapt to larger amounts of data (Morandín-Ahuerma, 2022). AI's primary purpose is to behave cleverly and perform tasks similar to humans (Manning, 2020). AI has the potential to execute a variety of tasks efficiently, but its main function is to imitate the jobs of humans and in some cases to go beyond human work capacity. There have been concerns about the lack of job employment due to automation in past decades. After the release of AI, these concerns have been further exacerbated. For instance, Dr. Gail Garfield Schwartz, an economic consultant in Washington, D.C. said almost 20 percent or more of the workforce will lack jobs in a generation [due to automation] (Neikirk, 1982). These concerns have led to controversies on whether AI creates a positive or negative future for the workforce. As AI language processes continue to develop, it has raised concerns about the security of white-collar jobs (George & Baskar, 2023). A potential threat to white-collar work is that since AI is becoming more capable of executing tasks close to human efficiency, there are threats that it will create job displacement for white-collar professionals (George & Baskar, 2023). However, although there are risks for job displacement, AI does offer positive implications for white-collar work. The integration of AI can automate repetitive and time-consuming tasks, which can free up time for human workers to complete more complicated work (George & Baskar, 2023). Two white-collar fields that actively use AI in their work are the healthcare and IT industries, and both professions consist of unique perceptions among their employees regarding AI's impact on their field. This research aims to compare the perceptions of working professionals on AI's current and futuristic impact on their profession, narrowing the focus to the healthcare and IT industries.

Literature Review

AI continues to grow in popularity, especially in the workforce. The primary use of AI systems is to replicate the work of humans and automate certain tasks to make the work of working professionals more efficient. Georgios Petropoulo, a researcher at the Massachusetts Institute of Technology analyzes the impact of AI in the workforce. Evaluating AI's role in the workforce is instrumental in promoting labor markets for the benefit of the workforce and society as a whole (Petropoulos, 2018). However, the integration of AI into the job market has both positive and negative implications. Although AI can increase the demand in white-collar industries due to technological advancements, AI is at risk of completely taking over jobs from human professionals (Petropoulos, 2018). In recent years, higher education jobs such as s managers, engineers and health professionals have grown in developed countries (Petropoulos, 2018). AI and machine learning as well are developing at a rapid rate and can perform high-skill work similar to white-collar jobs (Petropoulos, 2018). This phenomenon illustrates the significance of evaluating the perceptions of white-collar professionals and whether AI will promote a stable work environment.

AI has a major impact on multiple areas within the healthcare industry, and radiology specifically is a field where AI has become prevalent in its work. The study by Yaru Chen and her colleagues at the BMC Health Care Services, analyzed the perceptions of radiologists and radiographers on AI's adaption to the field of radiology, focusing on the professionals' "knowledge" and "attitude" toward AI. The researchers conducted 18 semi-structured interviews to determine the similarities and differences between radiologists and radiographers, concerning AI's impact. The researchers found that radiologists believed AI's ability to complete repetitive tasks, allows them to focus more on challenging tasks that require more time and are less concerned with AI's potential to overtake their jobs (Chen et al, 2021). Conversely, radiographers showed greater concern about AI potentially taking over their jobs and were hesitant to rely on AI to automate their work (Chen et al, 2021). The researchers concluded that the responses from the radiologists and radiographers differed due to previous interactions with AI. This study helped the researcher replicate certain themes for their research. Similar to the literature from Chen et al, (2020), many studies evaluate the perceptions of AI among employees in the same industry, however, there is a lack of research on comparing the perceptions of different industries.

A study by Adam Bohr and Kaveh Memarzadeh in Germany evaluated the integration of AI in medical practices and its overall impact on the healthcare industry as a whole. The researchers claim that the application of AI will enhance the work of healthcare staff and not be at risk of taking over the jobs of these professionals (Bohr and Memarzadeh, 2020). AI has the potential to execute a variety of tasks and improve multiple areas of medical practice from diagnostics to treatment (Bohr and Memarzadeh, 2020). The researchers conclude that AI can be efficient in the healthcare industry, without the worry about AI creating job displacement in the medical workforce.

Studies have investigated perceptions among AI in healthcare staff through qualitative surveys. Researchers at the Royal Free Hospital in London assessed the attitude of healthcare staff on AI systems' implementation in their work. The researchers first asked healthcare staff about their profession, knowledge, and futuristic attitude toward AI's integration into medical systems. The surveys revealed that 64% of respondents claimed to have never come across AI applications in their jobs and 79% of healthcare staff believed AI could be beneficial and effective in their field of work (Castagno and Khalifa, 2020). Only 10% were concerned about AI potentially taking over their jobs in the future (Castagno and Khalifa, 2020). The study indicated that although numerous healthcare professionals acknowledge AI's positive impact on medical practice, a large majority also were unaware of AI's technology effectiveness. This source helped the researcher develop a hypothesis before conducting their study, on the overall attitude of healthcare professionals regarding AI and assisted the researcher in defining certain themes. Additionally, along with this study, surveys were conducted to evaluate perceptions among healthcare professionals, however, there is a shortage of research utilizing interviews to analyze thorough descriptions.

Recent studies from the Pew Research Center investigate the different fields that have interaction with AI and found many jobs in the IT field that have growing exposure to AI. Jobs including higher salaries and a college degree are more likely to be exposed to AI (Kochhar, 2023). Jobs such as web developers and IT-related jobs have high exposure to AI compared to other jobs (Kochhar, 2023). The research claims that IT jobs in the future are at risk of being replaced by AI, however, another outcome of AI's integration will be the enhanced productivity of IT positions. This source was instrumental in finding another area of the workforce (the IT industry) to evaluate professionals' perceptions of AI.

Recent studies explore the profound impact of AI on the IT industry. Lakshmisri Surya, a data scientist, evaluated the various jobs that have interacted with AI. Surya defines AI as the backbone of fields such as software development and computation (Surya, 2017). AI has increasingly gained popularity in the IT industry and aims to transform the IT workforce forever (Surya, 2017). AI can increase the efficiency of work for software engineers and automate routine tasks (Surya, 2017). The researcher also identifies the unlikely chance of AI taking over IT jobs. She claims that AI is still a long way from reaching top-tier human intelligence, therefore the integration of AI should not be seen as a threat to the jobs of IT professionals.

Software engineering is a branch of the IT industry, where AI has become increasingly popular. Researchers at the Osnabrück University in Germany completed a study, where software engineers were interviewed in a semi-structured manner, to analyze the engineers' perceptions of AI's applications on their jobs. The researchers aimed to assess both the effectiveness of AI in software engineering, while also acknowledging AI's potential risks. The researchers found that AI helps to speed development processes and is reproductive in its execution (Barenkamp et al, 2020). The researchers claim the main advantage of AI in software engineering is that by using AI effectively, human developers' creativity skyrocketed (Barenkamp et al, 2020). The researchers concluded that AI is extremely beneficial to software developers, and its promotion in software engineering should be imperative. The jobs of software engineers who ignore the potential AI will be at risk due to the rapid advancement of AI, and competition will emerge between humans and AI (Barenkamp et al, 2020). Instead, the researchers advocate for software engineers to be "open-minded" toward AI technology to create more efficient work for human developers (Barenkamp et al, 2020). This study also contributed to the researcher's other hypothesis development, on the expected attitude of IT professionals toward AI.

Methodology

To effectively answer the research question, and test the hypothesis, contending that IT professionals will have a superior knowledge of AI, but hold a more skeptical view of AI and perceive it as a greater risk to their employment than healthcare workers, the researcher conducted semi-structured interviews with healthcare and IT professionals. The researcher's objective was to analyze the perceptions of these working professionals on AI's impact on their field currently and in the future. The sample size of the study was ten participants, within the LA County workforce. The researcher chose the LA County workforce because the AI market size was valued at 454.12 billion dollars in 2022 and is expected to hit around 2,575 billion by 2032 in LA County, according to Precedence Research, an expert in market studies. LA County has emerged as one of the largest areas to rapidly increase AI within its job market, therefore it was a proper location for the study. Because the study focuses on the personal attitudes of these professionals, qualitative data was the proper form of evaluation to investigate their in-depth verbal descriptions. Semi-structured interviews were chosen for data collection to allow the researcher to have some predetermined questions and the ability to ask probe questions to explore the topic further. To recruit participants, the researcher utilized snowball sampling to gather participants. Oregon State University defines snowball sampling as a "recruitment technique in which research participants are asked to assist researchers in identifying other potential subjects" (OSU, 2023). The researcher chose this method since it was the most efficient way to contact professionals in the healthcare and IT industries. The researchers' connections to one healthcare and IT professional helped recommend other colleagues to participate in the

research. Since the researcher had no previous connection to the recommended participants, the study took the necessary steps to reduce bias as much as possible. After participants were recruited, the researcher messaged these individuals asking for their interest in the study. Before the interview, each participant (all over 18 years old) was issued a Google form (Appendix A) asking for their consent to participate in the research to ensure all data was gathered ethically. Each interviewee's data is documented in the study (Appendix C). All interviews were recorded through the app Rev, and the researcher utilized Rev's AI platform to transcribe these interviews. Afterward, every transcribed interview was uploaded to the study (Appendix D). The gap filled in this research was that since no previous studies were comparing the perceptions of AI among healthcare and IT professionals, this research would seek to fill this gap in knowledge. Furthermore, similar literature to the researcher's study conducted surveys instead of interviews on the topic. The researcher wanted to utilize certain survey questions from previous studies, and instead convert those questions into an interview format, for the researcher to better understand the perceptions of the the working professionals.

Interview Questions

The interview protocol consisted of eight questions (Appendix B) and closely aligns with the literature from Chen, et al and Castagno & Khalifa. The first question, inspired by the studies of Chen, et al and Castagno & Khalifa, 2020, asked interviewees about their occupations and how long they have worked to understand their professional experience. The second question aimed to assess the theme of "Knowledge" (Chen, et al). The next two questions' objective was to assess the second theme, "Attitude" (Chen, et al) toward AI. The next theme, "Performance" was guided by two questions, which were self-defined by the researcher. The final theme, "Future" (Castagno & Khalifa, 2020) was answered with two questions asking about the futuristic concerns of working professionals on AI.

Thematic Analysis

Each participant's answers were evaluated through a thematic analysis where deductive coding was used to identify most themes based on previous literature and one theme was self-defined by the researcher. These themes are defined and explained to understand their purpose in the paper (Table 1). The next step in performing the thematic analysis was to utilize a qualitative data analysis software, WordCounter. Each theme was assessed with their respective questions. All IT interviews, excluding the words of the researcher, were uploaded to WordCounter to identify common words or phrases of all the interviews for each theme (4 in total). This process was repeated for the healthcare interviews. In total, eight WordCloud screenshots were uploaded to the study (4 for healthcare and 4 for IT). WordCounter assisted the researcher in finding common word frequencies for each theme, which allowed the researcher to manually analyze interview transcripts and find patterns in the data. The final step in the thematic analysis process was to discuss the perceptions of healthcare and IT responses individually. Then, the researcher would analyze the similarities and differences between both professions' responses.

Findings and Analysis

Table 1. Definition of Themes

Theme	Definition
Knowledge	The theme of "Knowledge" assessed the overall experience working professionals had regarding AI. This was essential to

	determine how knowledgeable certain professionals were on AI. Codes included were don't know AI, limited knowledge of AI, AI creates automation, and AI will make lives better.
Attitude	The theme of "Attitude" aimed to understand the personal perceptions of working professionals on AI's implementation in their work. This helped the researcher understand the general attitude of working professionals on AI's impact on their job. Codes included were AI is positive, AI is important, AI is good, and AI will help.
Performance	The theme of "Performance" was used to evaluate the effectiveness of AI in the jobs of these working professionals. It was important to consider this to evaluate the potential benefits or limitations of AI in professional work. Codes included AI can detect polyps, AI can be used in medical programs, AI automates tasks, AI is not used yet but is being explored, and AI is used in language processing.
Future	The theme of "Future" assessed the futuristic mindset of working professionals on AI. This allowed the researcher to evaluate if professionals view AI as a positive or negative asset in the future of their work. Codes included were AI will not take over jobs, AI is beneficial, AI will bring efficiency, and AI will create more jobs.

Although the researcher utilized WordCounter to help them find common word frequencies for each theme, many common words were insignificant to the research. The researcher did include these words in the tables but did not analyze their relevance due to their inability to create a logical observation. All WordCloud screenshots are documented in the study (Theme Tables).

"Knowledge" Analysis

When asked about the "Knowledge" of AI for healthcare professionals, the majority of interviewees claimed to have limited knowledge of AI. The WordCloud screenshots display the frequency of common words such as "I don't know" (2), and "limited" (2). Certain descriptions such as Interviewee #6, described their knowledge of AI as "limited because I don't know how much of AI is actually behind the medical record system and how much of it is behind the technology we use to take care of patients." Although almost all healthcare professionals expressed having little knowledge of AI, some interviewees did understand how AI is developing a role in healthcare systems. Common word frequencies where AI is used in "diagnosis" (2) and "its going's to [be effective]" (3). For example, Interviewee #10 said that AI is a "much-needed thing… and it's going to… bring efficiency in healthcare." Additionally, Interviewee #7 claimed that AI is "being applied in medicine and especially in our [healthcare] field." Overall, although almost all healthcare workers claimed to have limited knowledge of AI, some professionals did acknowledge their understanding of the effectiveness of AI in the medical field.

Conversely, IT professionals demonstrated a stronger knowledge of AI than healthcare professionals. Common word frequencies were AI creates "automation" (3) and AI can make "lives better" (2). Most IT professionals claimed to have general knowledge of AI, but some interviews demonstrated their complex understanding. Interviewee #3 said that AI can "process and think similar to human intelligence" [and will] create

time for our employees that [improves] automation, data science, and machine learning." Similarly, Interviewee #5 said AI is meant to "simulate human behavior or intelligence based on input information and algorithms." No interviewees claimed to have limited knowledge of AI, which proves the greater knowledge of IT professionals, due to their background in technology.

"Attitude" Analysis

The attitude of healthcare professionals regarding AI's integration into their field varied between the interviewees. Common words that appeared in the interviewees were that AI is "positive" (4) and "important" (4) for the medical field. Almost all interviewees said that AI's implementation will be beneficial to healthcare practices such as Interviewee #6, who said that AI will "enhance and improve and make the whole process of taking care of patients more efficient." Also, Interviewee #9 expressed that AI is "very helpful [for] invention in the medical field, especially because everything is so interconnected with the patients." However, Interviewee #7, expressed the ethical limitations of AI's role in the medical field. He said that "AI uses information from various sources, [and] the internet… that are kind of public domain. Some of those sources are… not sourced properly, [therefore] may have incorrect information." Finally, Interviewee #8 asserted the inability of AI to replace human-to-human interaction, stating that AI cannot "take away that human touch."

Similar to the interviews of the medical workers, IT professionals discussed their positive attitude toward AI's implementation in the workforce. Common frequencies of words used by interviewees were AI is "good" (6), and "[AI can] help" (7). All interviewees expressed how their attitude toward AI's integration was fairly positive, and no interviewee brought up ethical issues regarding AI. For example, Interviewee #1 said how he is "very excited to see [AI], which is going to be groundbreaking" and Interviewee #2 claimed "AI is going to [be] used… [in] the developer's role. [Which will] provide more capabilities for the users." The optimistic attitudes of all interviewees illustrate the positive effect of AI in the IT field.

"Performance" Analysis

In the performance of AI in the healthcare professionals' responses, important recurring word sequences were AI can "detect polyps" (2) and AI can be used in "programs" (3). All healthcare professionals perceived AI as a helpful appliance in the medical field. For instance, in gastroenterology, Interviewee #6 describes that AI contributes to "programs when we do endoscopic procedures… [that] allow us to more clearly define pathology or abnormal findings when we're doing an exam." Likewise, Interviewee #10 answers that "working AI in backend offices has brought efficiency [in medical practices]." These individuals expressed how AI has a beneficial impact on their work, however, some healthcare professionals discussed how they are still exploring AI and have yet to integrate AI into current practice. Interviewee #7 expresses how they do not currently incorporate AI but are aware of its usage "when doing a procedure [and] when we're doing a colonoscopy, there is AI that can detect polyps… based on… certain parameters and geometric sizes." Also, Interviewee #9 says they "don't use AI currently in my profession, but in [the] future… they're planning to use the AI at my workplace." While these individuals are aware of AI's impact on their field of work, AI is not currently being utilized in these professionals' work, which demonstrates the need for AI to continue to be evaluated for its effectiveness.

When questioned about the impact of AI, IT professionals' responses varied. Common words were "automation" (4), " [we] don't use AI" (2), "we are exploring" (2), and "[AI is used in] language processing" (2). Interviewee #4 and Interviewee #2 expressed how they acknowledge the multiple benefits of AI, but are still learning about the technology and need to explore its abilities further. For example, Interviewee #4 said that "primarily [I] [don't use] AI yet because.. we are still evaluating models." Interviewee #2 discussed how he also "[doesn't] use AI in [my] work, but then we are planning to… [and] I'm personally trying to learn AI… to implement AI in [my] work." However, the rest of the interviewees talked about how they integrate AI in

their work, and how beneficial it has been. Interviewee #3 discussed how "large language [AI] processing automates and eliminates manual tasks." Additionally, Interviewee #5 utilizes "[AI] assistance to provide instant customer support. And then we do have chatbots with natural language processing to respond to customer inquiries in a more human-like manner." These certain professionals made it clear that AI has significantly reduced their workload, and created better customer service through AI implementation. Almost all IT professionals did not mention any negative effects of AI in their work, except for Interviewee #1 and Interviewee #5. Interviewee #1 discussed how AI must be used ethically because there are "restrictions on how we can use [AI] data.. so there must be very careful considerations when you come to regulators." Similarly, Interviewee #5 discusses how they have not encountered any negatives of AI in their job, however, they have seen "cases where bank clients want to connect with the humans… [because] virtual assistants and chatbots have been perceived as an annoyance by them." These limitations of AI, further enhance the argument that AI cannot replace human interaction.

"Future" Analysis

When assessing the final theme, "Future" for healthcare professionals, the researcher observed common word frequencies among the interviewees "I don't think [AI will take over my job]," (6), and "[AI is] helpful" (4). The researcher found that these common word frequencies were used to describe how some healthcare professionals expressed they aren't exactly sure if AI will overtake their jobs soon. For example, when Interviewee #7 was asked if AI would potentially take over their job, they said "I don't know. I don't think so… But I think there's a lot of work [on AI] that needs to be done." Similarly, Interviewee #8 expresses how certain medical practices "can only be done by a human being." When asked if AI could overtake their job, Interviewee #8 said "I don't think I'm concerned about it, but it's definitely happening. [There are] so many things that are being taken over by AI, so I don't think that we have anything to be really concerned about." Both Interviewee #7 and Interviewee #8 appreciate AI's abilities to improve healthcare systems but aren't sure whether it will overtake their job. The rest of the healthcare professionals expressed how they are not worried about AI taking over their jobs. For instance, when asked if AI will potentially take over their job, Interviewee #10 said they are not worried, because "AI is going to bring efficiency… [and] human touch is needed at the end of it." Interviewee #6 also asserted that they are not worried AI will replace them, and instead, AI will "make my job easier actually." Based on their previous responses, almost all interviewees advocated for the promotion of AI in healthcare, except Interviewee #8 who argued AI should be used to a "limited degree" and that medical professionals cannot be "replaced by artificial intelligence."

In comparison, IT professionals had a relatively optimistic viewpoint toward AI from a futuristic perspective. All interviewees expressed their positivity toward AI's impact on their industry in the future, with no interviewee expressing clear concern about AI potentially taking over their jobs. Common word frequencies among interviewees were AI will bring "efficiency" (3), "create [new jobs]" (4), and "I'm not [worried about AI taking over my job]" (3). Based on these common words, the researcher claimed that IT professionals are not worried about AI being their replacement in the future, and instead believe AI will ultimately create new jobs and bring efficiency to the IT industry. For instance, Interviewee #5 claims that within the IT workforce, "AI will potentially create more jobs than it is expected to eliminate." Furthermore, the researcher also observed that certain IT professionals saw that AI could not replace the "human touch" of work. Interviewee #4 discusses how "I'm a manager, so my job primarily is to… create strategy… so if you ask me since my job requires a lot of human touch, I do not believe that AI can manage people." Interviewee #4's argument demonstrates that although AI can reduce workload, certain skills are lacking by AI, and therefore cannot take over certain leadership positions. IT professionals did acknowledge the risks of AI possibly taking over other jobs in the workforce but did not personally feel threatened by AI within the IT industry.

After conducting semi-structured interviews, the researcher compared the answers to each theme in both professions and observed that the "Knowledge" related to AI was relatively limited for healthcare professionals. In contrast, IT professionals expressed a better understanding of AI due to their experience. When the theme of "Attitude" was analyzed, some healthcare professionals explained their positive attitude toward AI's implementation in the medical field while others discussed AI's inability to replace human touch. All IT professionals expressed their cheerful approach to AI in the IT industry, with no professional mentioning any negative perception toward AI. In the "Performance" theme, both the majority of IT and healthcare professionals discussed how they have not currently utilized AI in their current practice, but are planning to use AI shortly. Finally, in the "Future" theme, almost all healthcare and IT professionals expressed how they are not concerned about AI taking over their jobs, but IT professionals did consider AI potentially being a risk factor in other jobs.

Discussion

After analyzing all the data, the researcher's hypothesis proved to be partially correct. The findings of the study aligned with the literature from Barenkamp et al, 2020, in which both studies found that IT professionals hold strong knowledge of AI due to their background in advanced technology. However, the other hypothesis, that IT professionals will be more worried about AI taking over their jobs, turned out to be false because the results showed that instead, more healthcare professionals had a more skeptical approach to AI adoption. This finding contrasted with the literature from Castagno and Khalifa, 2020, because that study discusses how no healthcare professional should see AI as a job displacement risk.

In the "Knowledge" of IT professionals, the researcher found that the IT professionals discussed how AI will automate routine tasks. This finding correlates with the study of Surya, 2017, who also discussed how AI will automate the tasks of IT professionals. Additionally, the researcher's study demonstrated how IT professionals do not perceive AI as a threat to their job security, which aligns again with the literature from Surya, 2017, who also discussed how AI should not be seen as a job risk danger in the IT industry. Furthermore, for healthcare professionals, the researcher's findings align with Bohr and Memarzadeh, 2020, in that both studies discussed how AI creates efficiency in the medical field, and the majority of healthcare interviewees were not worried about their job security due to AI.

Conclusion

In conclusion, in answering the question, "What do LA County working professionals in the field of IT and Healthcare think of AI's impact on their field? The researcher concluded that AI's integration into the workforce will have a mainly positive impact on the healthcare and IT industries. After the researcher conducted semi-structured interviews, the researcher's findings did align with previous studies in that AI should not be seen as a threat to the jobs of working professionals, but as an asset to revolutionize work forever. Healthcare professionals discuss how AI is beneficial in medical programs, while IT professionals praise AI's abilities to automate tasks and provide efficient customer service. Despite AI's slow integration into the workforce, the majority of working professionals in the healthcare and IT industries have yet to adopt AI in their work but acknowledge the potential of the technology in the future.

Although the researcher attempted to avoid all potential obstacles, some limitations still occurred. As an amateur, the researcher acknowledges that their study does not represent the entire healthcare and IT industries' perception of AI. Since the researcher only had ten participants, their perceptions only illustrate a segment of the multiple viewpoints toward AI in these fields. Another limitation the researcher encountered, was the cost to transcribe the interviews. To transcribe, the researcher would purchase a certain amount of Rev tokens for $1.99 per package, until they would reach the necessary amount to transcribe the interviews. Finally, the

researcher had difficulties with the time commitment of working professionals due to the busy schedules of the participants. The researcher had to schedule interviews weeks in advance, however, some working professionals had issues come up last minute, which postponed interviews often.

The implications made by the study, allowed the researcher to conclude that AI will have an overall positive impact on the workforce. Based on the responses, the bright attitudes of the majority of professionals demonstrated a new understanding of how even though these professionals have not currently integrated AI into their jobs, their knowledge of its ability to automate routine tasks and revolutionize work has intrigued them to utilize AI in the future. Future studies can build upon this research so that when more working professionals integrate AI into their jobs, perceptions of AI may change as the technology develops and advances. Those studies can explore other industries in the workforce and compare different industries' perceptions of AI in their jobs.

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