New trends in Al use among software engineers







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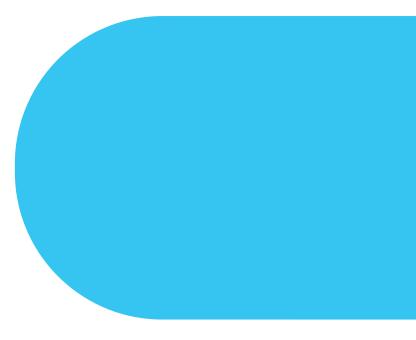




Introduction

At the dawn of our new AI era, how are software engineers feeling about how AI will change the way we work? What percentage of software engineers are using AI and automation tools today and how are these tools affecting workplace productivity?

In its latest survey of more than 10,000 desk workers around the globe, the Workforce Lab from Slack, a Salesforce company, answers these questions and quantifies new trends in AI use among software engineers. The survey finds that the acceleration in usage of AI and automation in the workplace is being driven by those in software engineering, with software engineers among the earliest adopters of these tools.





Methodology

Slack, a Salesforce company, conducted this global survey in partnership with the research firm Qualtrics between March 6 and March 22, 2024. The total sample size of software engineers was 498 desk workers and executives across a range of industries in the following countries: United States, Australia, France, Germany, Japan, and the United Kingdom. Surveyed groups included office, remote and hybrid workers. The survey did not target Slack employees or customers.

In this report, we refer to the following respondent groups:

Executives and leaders: Presidents, partners, C-suite

Managers: People managers, ranging from team leads to VP-level leads

Desk workers: Individual contributors

The survey questions were designed to capture a wide range of data, including software engineers' use of automation and AI, their productivity metrics, and their views on AI and automation tools.

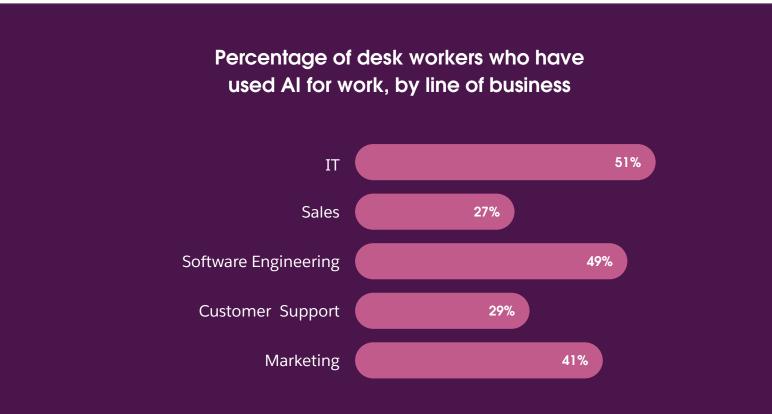




While the AI revolution is just beginning, software engineers are embracing its acceleration

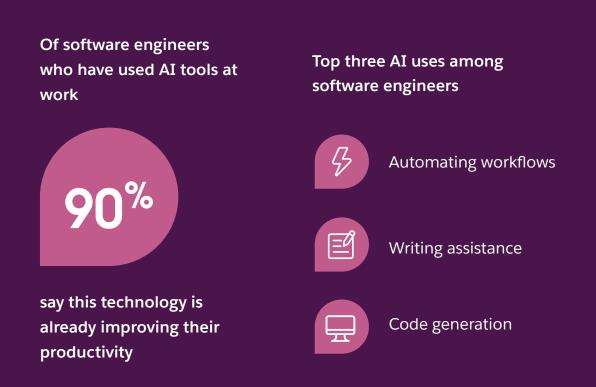
The survey finds that workplace adoption of AI tools globally **accelerated 23% over the previous quarter**, with 32% of desk workers across all industries reporting they have tried AI tools for work as of March 2024, compared with 26% as of January 2024.

The software engineering sector is leading the way on AI uptake at work. Forty-nine percent of software engineers say they have used AI tools on the job as of March 2024, compared with 39% as of January 2024.



Software engineers are supercharging their productivity with AI tools

Among desk workers who have used AI tools, **80% globally report improved productivity**. Software engineers in this group experience even greater benefits, with **90% noting a productivity boost from AI use**.





A secure, intuitive and trusted AI experience right where you're already working.





Slack AI helps users unlock the full potential of company knowledge in Slack, all while supporting existing security, privacy, and compliance controls.



Irwin Lazar

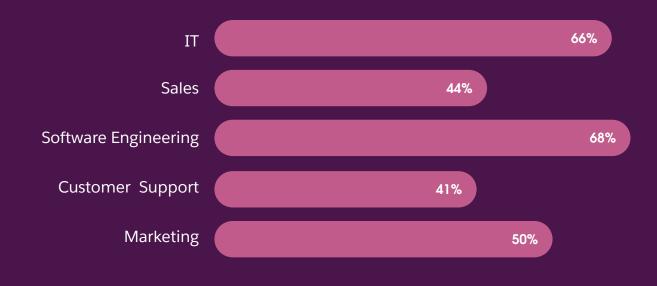
President and Principal Analyst, Metrigy



Software engineers are excited to outsource tasks to AI and automation

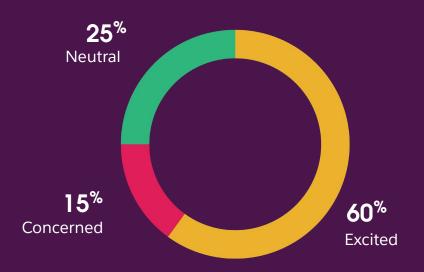
Software engineers are the most positive and excited among all survey respondents about AI's potential to improve their on-the-job effectiveness, with 68% saying they are excited about the idea of AI handling tasks from their current job (compared to 47% of the global population).

Percentage of desk workers who say "I am excited about AI and automation handling tasks from my current job" by line of business



Slack survey conducted March 6 - March 22, 2024. Number of completed responses = 10,045

How do software engineers feel about the idea of Al handling tasks from their current job?



Slack survey conducted March 6 - March 22, 2024. Number of completed responses = 10,045

On average, desk workers report spending 33% of their time at work on tasks that are "low value, repetitive or lack meaningful contribution to their core job functions."

The more time an employee spends on low-value work, the more excitement they express for AI and automation to handle tasks from their current job.



"

We all have tasks to complete that aren't part of our job description but are necessary to keep things running smoothly. It's the 'work of work.' But if the average desk worker is spending a full third of each day on this 'work of work,' that's a problem – and an opportunity. In this pivotal moment, implementing AI tools that are trusted, intuitive, and embedded in the flow of work is key to recalibrating energy at work toward the activities that will move the needle.



Christina Janzer Senior Vice President of Research and Analytics, Slack





Slack can help

As an engineering leader, you don't have to navigate the future alone. Slack for engineering is an AI-powered platform that can help you unlock the full potential of engineering in three key ways:



Solve issues faster. Pipe real-time alerts into channels automatically, run parallel investigations to find answers quickly and create one source of truth for fast, easy analysis.



Deploy efficiently. Bring documentation into channels for aligned decisions pre-code, establish a single place for code review and testing and integrate tools to boost deployment visibility and automation.



Boost productivity and engagement. Get new devs up to speed faster with an easily referenced record of work, automate away low-value, routine tasks and customize Slack with workflows, apps and bots.

Learn more about <u>Slack for engineering</u> or <u>contact our sales team</u> for more information.



About Slack

Slack is on a mission to make people's working lives simpler, more pleasant and more productive. It is the productivity platform for customer companies that improves performance by empowering everyone with no-code automation, making search and knowledge sharing seamless, and keeping teams connected and engaged as they move work forward together. As part of Salesforce, Slack is deeply integrated into the Salesforce Customer 360, supercharging productivity across sales, service and marketing teams. To learn more and get started with Slack for free, visit <u>slack.com</u> or connect with us **@SlackHQ**.



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