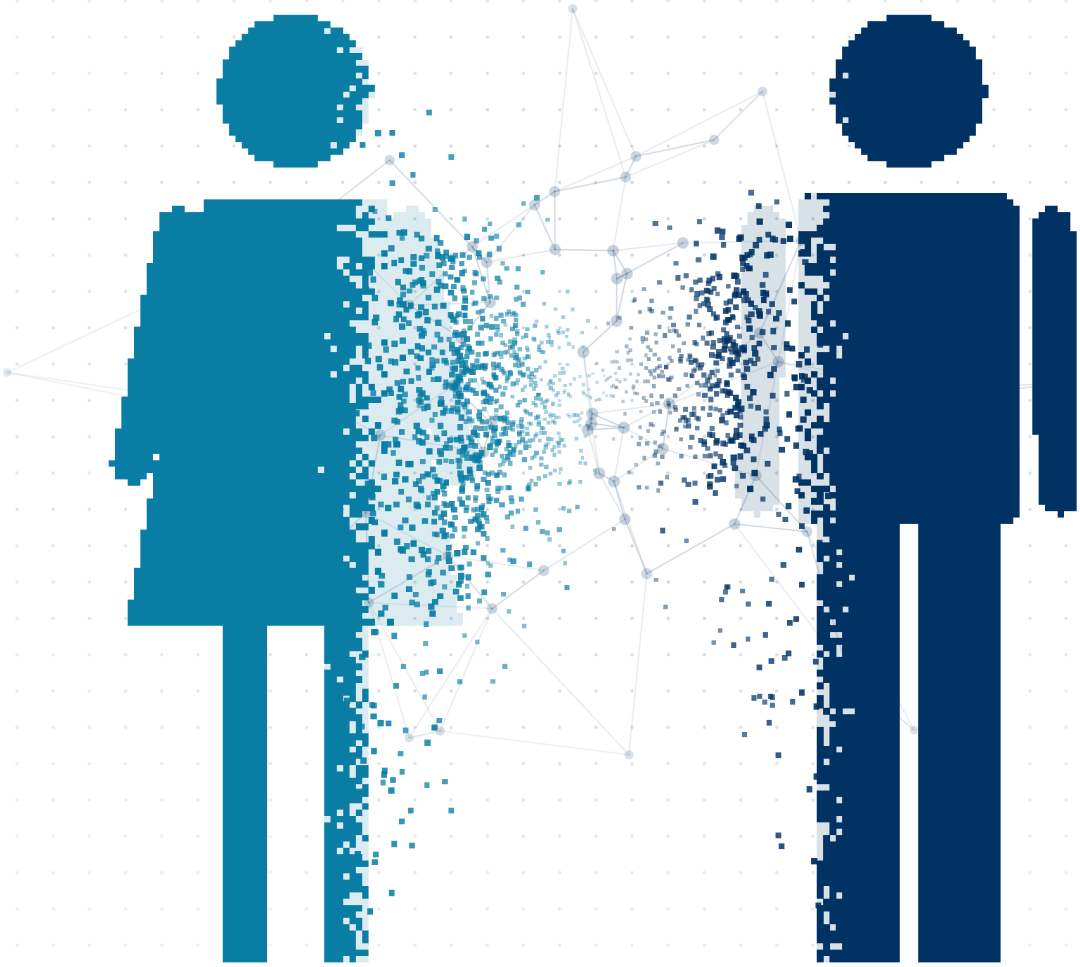
WU WIRTSCHAFTS UNIVERSITÄT WIEN VIENNA UNIVERSITY OF ECONOMICS AND BUSINESS

Austria's women.

AI Exposed.

Women are **2×** as exposed to **generative AI** as men.



22.8%

of employed women

11.7%

of employed men

487,000 women work in jobs highly exposed to generative AI.

Christian Schumacher · Andreas Schumacher · Can Tihanyi

Executive summary

The work generative AI does best is the work women do most.

Generative AI is good at the work that fills many office days: drafting letters, summarising files, recording data, checking figures and answering standard enquiries. In Austria, women do most of that work.

In this report we ask which jobs in Austria generative AI could do or support, and who holds them. We combine the International Labour Organization's 2025 rating of more than 3,000 work tasks with Statistik Austria's labour force survey, AMS registers and millions of online career profiles and job ads (Revelio Labs), and answer five questions:

- **Who in Austria works in jobs that generative AI could do or support?**
- **Why are women more exposed than men?**
- **Is the change already visible in the labour market?**
- **How could the work change, and who would gain from it?**
- **What can government and employers do?**

What we find

The gap. Austria had about 4.5 million employed people in 2025. About 761,000 of them, one in six, work in occupations with a high generative-AI exposure score. Of these 761,000 people, 487,000 are women and 274,000 are men: almost two in three highly exposed workers are women. Measured against all employed women and all employed men in Austria, this means that 22.8% of employed women but only 11.7% of employed men work in highly exposed jobs. Proportionally, women are twice as exposed. The higher one sets the bar, the larger the gap: in the most exposed jobs, three in four workers are women.

Where it sits. Women's exposure is office work. Three job families (general office work, secretarial and assistance work, and finance and numerical work) account for 78% of exposed women. The gap comes from a divided labour market: women hold the office jobs, while many men work in trades and production that generative AI barely touches. Public administration is the largest single setting, with 66,500 highly exposed women, 14% of the total.

Why women. Exposure sits in the middle of the labour market, not at the bottom or the top. Cleaning, care and retail are barely exposed; women with a university degree are no more exposed than men with one. The gap is widest among women with an apprenticeship (*Lehre*), a BMS or a BHS, Austria's commercial training routes into office work. Within the same office jobs, women also move up less often: men are twice as likely to hold a management or supervisory position, and exposed women train less. Women therefore more often do the routine, preparatory part of office work, which is the part generative AI does best. Because the exposure score is the same for everyone in an occupation, this difference is not even counted in the 2× figure.

Is it already happening? Not as a jobs shock: employment in the core office occupations has not fallen measurably. But early signals point one way. Since 2022, registered unemployment in office occupations has risen faster than overall, the number of unemployed office workers per registered vacancy has more than doubled, and office jobs' share of online job ads has fallen since 2024. These signals coincide with a recession and cannot be attributed to AI. They are the indicators to watch.

Are women prepared? Less than men. Since 2025, employers ask for AI skills far more often: one in 13 LinkedIn ads in Austria does so, and in office ads the requirement is twenty times as frequent as in 2023. Yet women in office and finance jobs list AI skills on their online profiles less than half as often as men in the same jobs. Women also use generative AI less, but they are not more worried about their jobs.

What follows. Exposure is not destiny: what happens to these jobs depends on employers, demand and policy. Chapter 6 sets out two action plans. Government should build an AI monitor, create a reskilling route into jobs that need workers, test the approach as an employer and then bring it to private firms. Employers should map where exposure sits, explain the change, give the growing responsibilities to the women who did the work, make time to learn within paid hours and build practical AI skills.

Three authors. One research programme.

The three authors also wrote *Austria's AI Workforce* (2026), the data-led diagnosis of who builds AI in Austria, based on 2.86 million employment records of 1.23 million workers (stateofai.at). This report turns from the people who build AI to the people whose work it reaches. Like its predecessor, it is a non-commercial research report of WU Vienna.



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Christian studies how AI changes firms, work and human decisions, using large-scale data and statistical models, and has published in leading academic journals. His background spans economics and philosophy, and his career has been international: before joining WU he was an Assistant Professor and Marie Curie Fellow at Copenhagen Business School and a Schumpeter Fellow at Harvard University, and he has held visiting positions in Tokyo, Singapore and Taipei, among others. He teaches AI-Driven Decision-Making and AI for Business at WU Vienna (cschumac.com).



Dr. techn. Andreas Schumacher

Chief Innovation Officer and Board Member, VTU Group

Andreas bridges the gap between research and industrial practice. Over more than a decade at Fraunhofer Austria and TU Wien, he researched industrial digitalisation and Industry 4.0, publishing widely cited work in the field. He has advised companies on their digitalisation strategies and led hundreds of digitalisation and transformation projects. At VTU Group, a multinational engineering services company for the life-sciences industry, he drives innovation and AI adoption at board level.



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Can turns data on Austria's AI workforce into decisions for firms and policymakers. He co-leads State of AI Workforce in Austria (2.86 million employment records), is an ICIS 2026 author on AI workforce architecture and an expert at the 2026 AI Summit for Politics. He has held visiting research and teaching positions at Keio University in Tokyo, Mahidol University International College in Bangkok and Universidad Pontificia Comillas in Madrid.

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SEVEN FINDINGS

Austria's women and generative AI in seven numbers

Blue = women, dark blue = men. All figures 2025 unless stated.

01 FINDING

TWICE AS EXPOSED

22.8% vs **11.7%**

of all employed women vs all employed men in Austria work in highly exposed jobs (487,000 women, 274,000 men)

02 FINDING

THE MORE EXPOSED, THE MORE FEMALE

3 in 4

workers in the most exposed jobs are women

03 FINDING

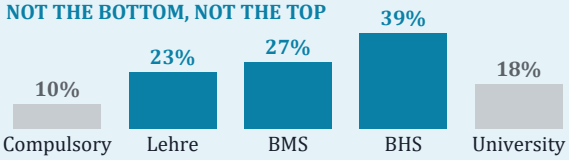
IT IS OFFICE WORK

78%

of exposed women are office clerks, secretaries and assistants, or bookkeeping and payroll clerks (Bürokraft, Sekretärin, Buchhalterin): 381,000 women

04 FINDING

NOT THE BOTTOM, NOT THE TOP



of women work in highly exposed jobs, by education: not cleaning or care, not graduates, but the middle: apprenticeship (Lehre), BMS, HAK/HLW

05 FINDING

HIT TWICE

13% vs **28%**

of women vs men in the same office jobs hold the management or supervisory role: the part of the job that remains when AI takes over the routine

06 FINDING

FIRST SIGNALS

+27%

registered unemployed women in office occupations, 2022–2025, against +20% for all women

07 FINDING

MORE EXPOSED, LESS PREPARED

1.6% vs **3.9%**

of women vs men in office jobs list an AI skill on their online profile

→ ACTION

WHAT FOLLOWS: TWO ACTION PLANS

4 steps for government

5 steps for employers

to act before jobs disappear (chapter 6)

Sources: Statistik Austria labour force survey 2025; ILO 2025 exposure index; AMS open data; Revelio Labs profiles. Details in chapters 1–7.

Exposure is not destiny: the action plan at a glance

The target group is concrete. About 487,000 women work in highly exposed jobs, 381,000 of them in three office and finance job families. Most trained through an apprenticeship (*Lehre*), a BMS or a BHS. Half work part-time. They work in every province and in almost every industry, often as the small office team of a firm that is otherwise not exposed at all. Public administration is the largest single setting, with 66,500 exposed women.

The risk is not only job loss. It is who gets the better half of the changed job. When generative AI drafts, records and checks, the human work shifts toward reviewing, handling exceptions, coordinating and deciding. In today's office jobs, men hold those roles twice as often as women. Without deliberate choices, the gains from AI in office work will flow to the people who already hold responsibility, and the losses to those who do the routine part.

The window is now. Employment in women's office jobs has not fallen yet, but the first labour-market indicators point one way. Preparing costs less now than repairing later.

WHAT GOVERNMENT CAN DO: FOUR STEPS

1. **Build an AI monitor.** Exposure, AI talent and AI skills by sex, occupation and region: a quarterly early-warning update and an annual report, with agreed thresholds that trigger action.
2. **A national reskilling route into jobs that need workers, for women and men.** Office jobs have up to 21 jobseekers per vacancy; nursing, care, education and the trades 0.5 to 2.5. Fund the move from one to the other, open to people while still employed.
3. **Public employers go first.** Public administrations apply the plan to their own staff and publish what happens to workload, roles and pay.
4. **Bring it to private firms: routes into the office roles that stay, without pay cuts.** Funded bridging courses, counselling and collective agreements carry what public employers have tested into private firms.

WHAT EMPLOYERS CAN DO: FIVE STEPS

1. **See where exposure sits.** Map the report's exposed job families onto the firm's own workforce, with a simple heat map.
2. **Explain the change to the people in the jobs**, so that they can shape their own jobs rather than be moved around.
3. **Give women the roles that grow.** Redesign exposed jobs instead of cutting them, and give the people who did the work first access to the work that remains.
4. **Make time within paid hours** to learn and to try out the new tasks, in formats that fit part-time and on-site work.
5. **Build practical AI skills: raise the floor.** Practice with the tools of the actual job, so that women master the exposed tasks with AI, can judge when its output is wrong, and gain time to build skills for the less exposed work that is growing.

C O N T E N T S

Austria's women. *AI* Exposed.

What this report covers, and where to find it

Generative AI and exposure, explained 7
What we mean by generative AI, why our numbers are a lower bound, and how exposure is measured.

01 **Twice as exposed** 12
Where Austrian jobs sit, how many women and men work in highly exposed jobs, and where they live.

02 **Why women? The office jobs of Austria's middle** 18
Office work, traditional roles, the middle of the education ladder, and where these women work.

03 **Hit twice: same job, smaller role** 25
Responsibility and careers in the same office jobs; how the work could change, and where the open jobs are.

04 **More exposed, less prepared** 32
AI skills in job ads and on profiles, AI use, women in AI jobs, training.

05 **Is it already happening?** 37
The first signals: registered unemployment, vacancies, job ads and employment.

06 **Two action plans** 42
Four steps for government, five for employers.

07 **About the data, appendix and references** 54
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A research report of WU Vienna · November 2026

BEFORE WE START

Generative AI and exposure, explained.

What we mean by generative AI, why our numbers are a lower bound, and how exposure is measured.

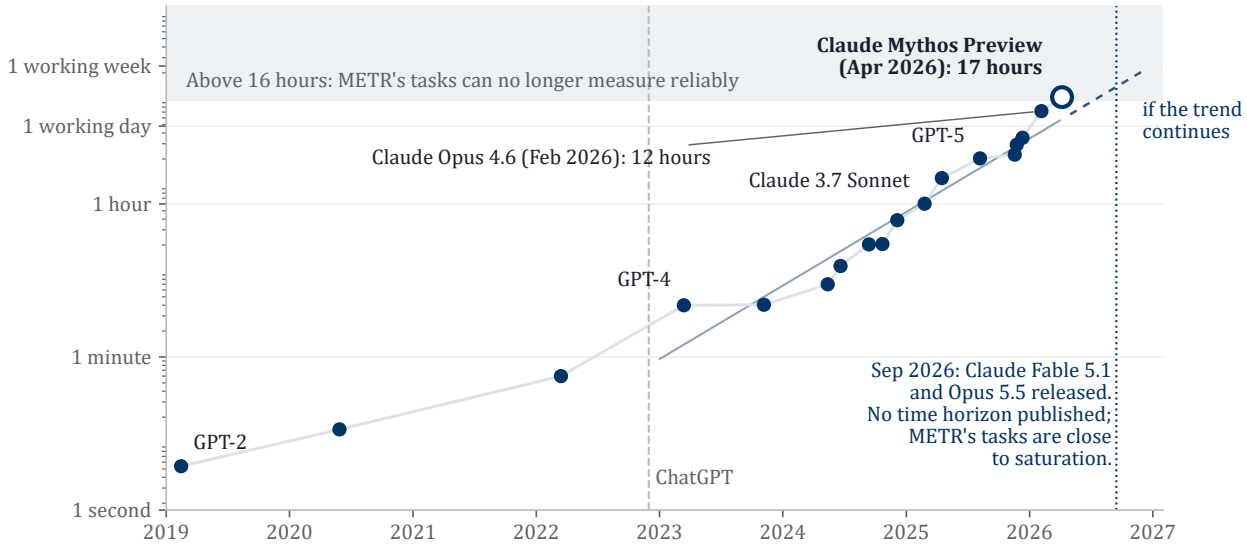
Generative AI: our numbers are a lower bound

When this report says "generative AI", it means AI that creates new content (text, images, speech or computer code) on instruction: large language models (LLMs) such as ChatGPT, Copilot, Gemini or Claude, which write a letter, summarise a file, translate a text or draft code. Increasingly, the same technology is built into everyday software, where it records an invoice, answers and files an enquiry or prepares a decision for review. The exposure scores in this report rate what this technology could do at the start of 2025. They capture only partly the AI agents now being built around these models: systems that plan, use software tools and complete several steps of work on their own (see the box below).

The technology keeps getting stronger. One way to track this is the length of the tasks an AI system completes on its own. The research organisation METR measures it on software tasks (programming, fixing errors in code, machine-learning experiments and cybersecurity exercises), timed by how long they take a skilled professional. Since 2023 this length has doubled about every four months: from about four minutes for GPT-4 in 2023 to around 12 hours for Claude Opus 4.6 in February 2026 and about 17 hours for an early version of Claude Mythos Preview in April 2026. The newest models, released in September 2026, have outgrown the test.[1] Software is where progress is fastest, but other fields point the same way: in 2025, AI reached gold-medal level at the International Mathematical Olympiad and matched experts in almost half of the tasks from 44 occupations.[2]

The length of tasks AI can do doubles about every four months

Length of software task (in expert working time) the best AI model completes with 50% success, by release date



Source: METR Time Horizon 1.1 data (accessed 31 Oct 2026), frontier models only; METR (2026).
Trend fitted to frontier models since 2023: doubling every 129 days (same as METR's published estimate).

Read our numbers as a lower bound. We use the newest validated international exposure scores, published by the International Labour Organization (ILO) in 2025. They describe what generative AI could do at the start of 2025. The technology has improved markedly since, so exposure today is likely already higher, and even more women and men are affected than this report shows. Keep this in mind throughout: by the end of 2026, the real figures are likely to be considerably higher than the ones we report.

[1] METR (2025; 2026), Time Horizon 1.1 data and evaluation of Claude Opus 5.5. Time horizon: task length, in a skilled person's working time, that a model completes with 50% success.

[2] Google DeepMind (2025); Patwardhan et al. (2025), GDPval.

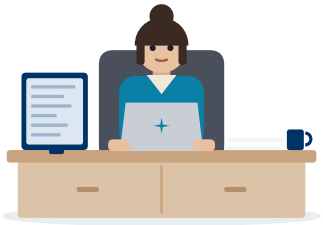
Exposure, explained

A job is a bundle of tasks

Exposure asks one question about every task in a job: could generative AI do it, or help do it? The ILO has rated more than 3,000 work tasks this way, on a scale from 0 (AI cannot help) to 1 (AI can do the task). A job's exposure score is the average over its tasks. Two examples, a general office clerk and a nurse, show how this works; the same method is applied to every occupation in the report.

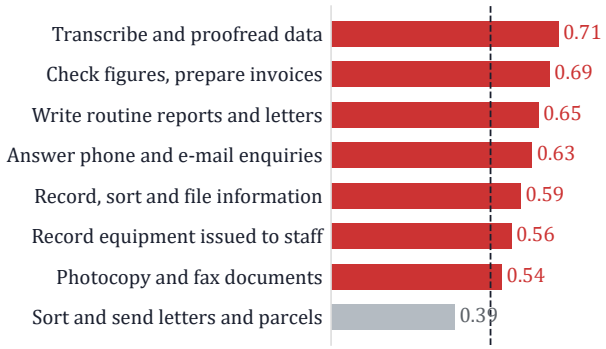
Two examples: two very different bundles of tasks

ILO 2025 score for each typical task: 0 = AI cannot help, 1 = AI can do the task. Red = above 0.50



General office clerk

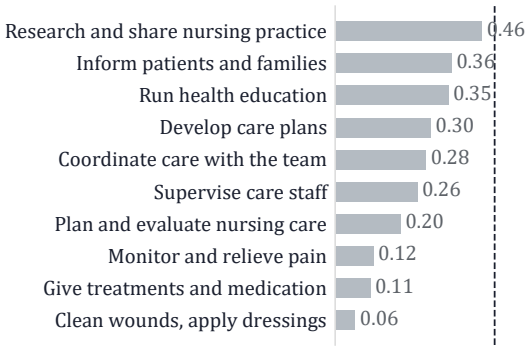
average 0.60 · 7 of 8 tasks above 0.50





Nurse

average 0.25 · 0 of 10 tasks above 0.50



Source: ILO Working Paper 140 (2025), task descriptions shortened. Illustrations: own design. Scores are not shares of working time.

A general office clerk records and files information, answers enquiries, writes routine letters, checks figures and handles the post. Seven of her eight typical tasks score above 0.50; only sorting and sending letters and parcels, physical work at the post desk, scores lower. Her job's average is 0.60. A nurse's job looks very different: she plans care, gives treatments, cleans wounds and informs patients, and none of her ten tasks scores above 0.50 (average 0.25). There is a simple test anyone can apply: **if you can hand a task to an LLM such as ChatGPT and get back a usable draft, that task is exposed.**

How the scores were made

The ILO did not score a particular product or a particular way of setting it up. For each task, it asked how much of it current generative-AI technology could do: 0 means the task cannot be automated, 1 means it could be done without a human operator. The answers combine 52,558 ratings of 2,861 tasks by 1,640 workers, a survey and several rounds of discussion among international experts, and a language model that used this knowledge base to score all 3,265 tasks in the international classification of occupations.[3] The scores therefore describe what the technology can do with a task, not what a chat window on a screen does today. An LLM on its own replaces no one; much of the potential is realised only when generative AI is built

[3] Gmyrek et al. (2025), ILO Working Paper 140.

into everyday software and, increasingly, into agents. We use this index because it is the newest validated international measure of exposure to generative AI: it was built for generative AI specifically, and its scores were checked against the judgement of workers and experts rather than left to a language model alone. It also uses the same occupation classification as Austria's labour statistics, so it applies to Austrian data directly.

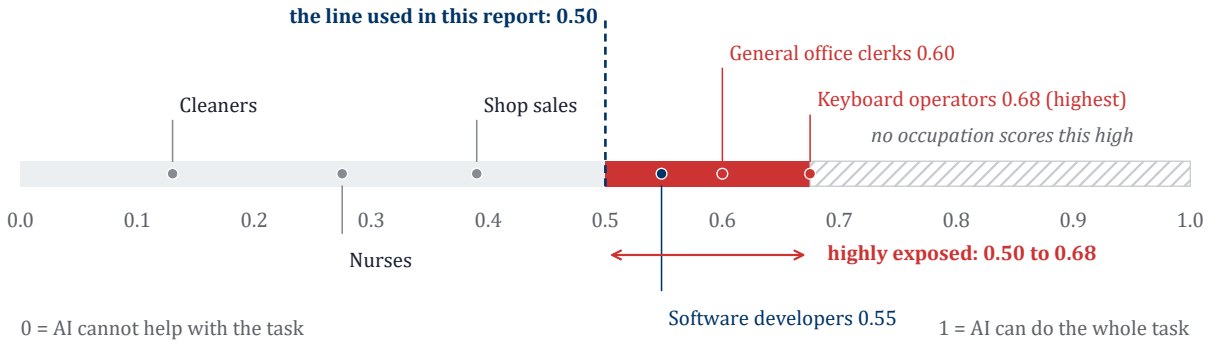
Other measures give the same answer

The ILO index is not the only measure, and we have looked at the others. Research teams and the AI companies themselves have built their own: researchers at OpenAI rated how far language models can speed up each work task; Microsoft measured which work activities people complete with its Copilot assistant; Anthropic combines what language models could do with how its Claude models are actually used at work.[4] Applied to Austrian employment, all language-oriented measures available for Austrian occupations find women more exposed than men, and some show an even larger gap than the ILO index (appendix A4, *Other exposure measures*). The companies' own studies point the same way: in Microsoft's data, office and administrative support is among the occupation groups where AI applies most, and Anthropic finds the most exposed US workers more likely to be women. In Austria, an analysis by the City of Vienna and a recent master's thesis at the University of Vienna also find women more exposed.[5] Whichever measure one takes, the scores describe the technology of their time; today's exposure is higher.

Where the line is drawn, and why

Highly exposed jobs lie between 0.50 and 0.68

Occupation exposure scores on the ILO scale from 0 to 1, Austria 2025: the line, the range and some examples



Source: ILO 2025 generative-AI exposure index (Gmyrek et al. 2025), mean task score per ISCO-08 3-digit group; nurses = nursing professionals.

An occupation counts as highly exposed in this report if the average score of its tasks is above 0.50, the midpoint of the scale. In such a job, generative AI could do or support most of what the typical tasks involve. No occupation comes close to 1, because every job includes tasks that need a person: in Austria, the highest-scoring occupation group, keyboard operators, reaches 0.68, and general office clerks, general secretaries and numerical clerks score between 0.58 and 0.63. Highly exposed jobs therefore lie between 0.50 and 0.68. The line is a convention, fixed before any comparison between women and men; appendix A1 shows that women are more exposed wherever it is drawn.

[4] Eloundou et al. (2024); Tomlinson et al. (2025); Massenkoff and McCrory (2026).
[5] Stadt Wien (2024); Rubanik (2026).

These scores reflect the technology of early 2025. Today's models can do considerably more. The maximum of 0.68 and the number of jobs above 0.50 therefore understate exposure today. Every estimate in this report is, in this sense, a lower bound: it shows the lower end of what generative AI can already reach.

What a high score does and does not mean

A high score is not a forecast of job losses: it shows where work could change. An exposed task can go three ways. It can be **automated**, so less human work is needed. It can be **assisted**, so the same person does it faster or better. Or it can **expand**, because cheaper output creates more demand and new tasks. Which way a job goes depends on employers, customers and rules, not on the score.

Capability is also not the same as use. In 2025, 37% of women and 42% of men aged 16 and over in Austria had used a generative-AI tool in the previous three months,[6] and 30% of Austrian firms with ten or more employees used AI in some form, up from 20% a year earlier.[7] The gap between what the technology could do and what is already happening is where employers' choices, and policy, come in.

[6] Statistik Austria, ICT household survey 2025; Bergmann et al. (2026).
[7] Statistik Austria (2026), IKT-Einsatz in Unternehmen 2025.

CHAPTER 01

01

Twice as exposed.

Where Austrian jobs sit on the exposure scale, how many women and men work in highly exposed jobs, why the gap grows the higher the bar is set, and why it holds across Austria.

Women in Austria are twice as likely as men to work in a highly exposed job. The further up the exposure scale one looks, the more female the workforce becomes.[8]

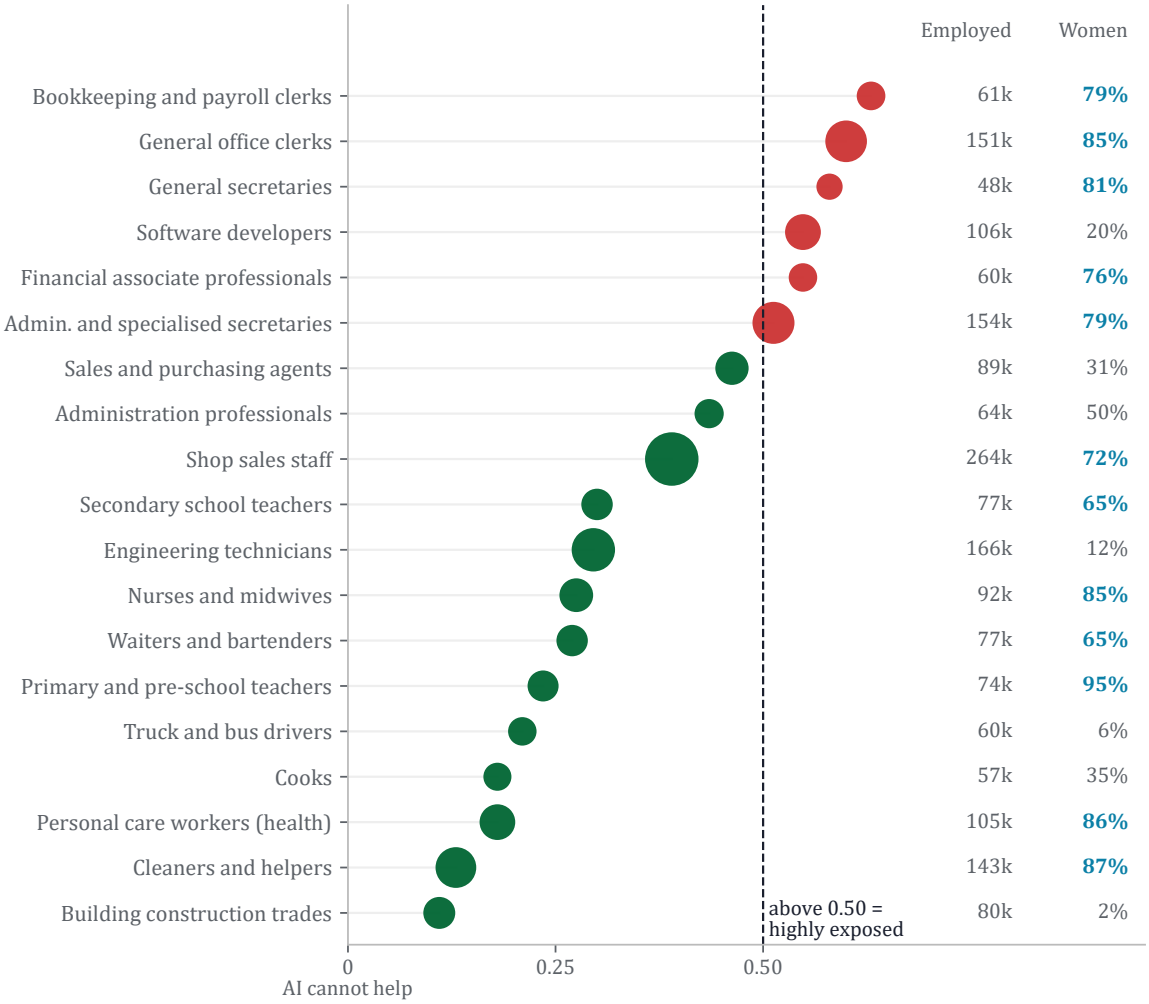
22.8%	11.7%	487,000	3 in 4
of all employed women in Austria work in highly exposed jobs	of all employed men	women in highly exposed jobs	workers in the most exposed jobs who are women

1.1 Where Austrian jobs sit

Which jobs does generative AI reach first? In Austria's labour statistics, the occupation groups above the 0.50 line employ about 761,000 people. They are almost all office, finance and IT jobs; the chart shows the largest of them (bookkeeping and payroll clerks, general office clerks, secretaries, finance associates and software developers) together with the largest occupations below the line. Except for software, they are women's jobs: in the large office occupations, 76% to 85% of workers are women.

Office, finance and IT jobs sit above the line

The largest occupation groups above and below a score of 0.50 (dot size = employment, 2025)



Source: Statistik Austria labour force survey 2025 × ILO 2025 generative-AI exposure index; selected occupations

[8] Statistik Austria, labour force survey (Mikrozensus-Arbeitskräfteerhebung) 2025, STATcube; ILO 2025 exposure index (Gmyrek et al. 2025); own calculations. This applies to all figures in chapters 1 to 3 unless stated otherwise.

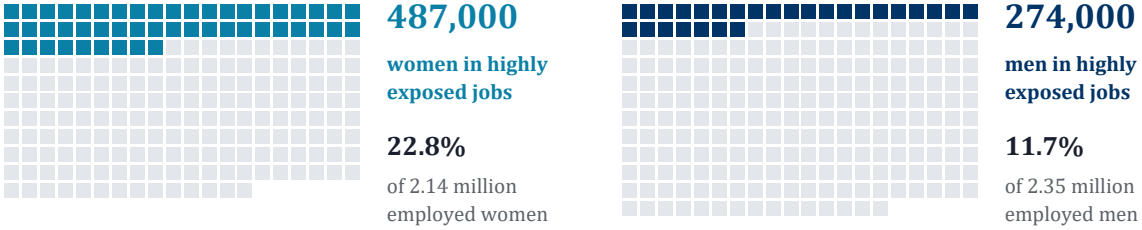
The large jobs in care, teaching, sales, cleaning and the trades sit well below the line. Their work needs hands, presence and relationships that a language model cannot supply. Just below the line sit sales and purchasing agents, administration professionals and shop staff. As capability grows, these are the next jobs in which more tasks come within reach.

1.2 One in four women, one in nine men

In 2025, 761,000 of Austria's 4.5 million employed people worked in a highly exposed occupation: 487,000 women and 274,000 men. That is 22.8% of employed women and 11.7% of employed men. Almost two out of three people in this group are women.

761,000 of Austria's 4.5 million workers are in highly exposed jobs

Employed people, 2025. Each square = 10,000 people; coloured = occupation highly exposed to generative AI (ILO score above 0.50)



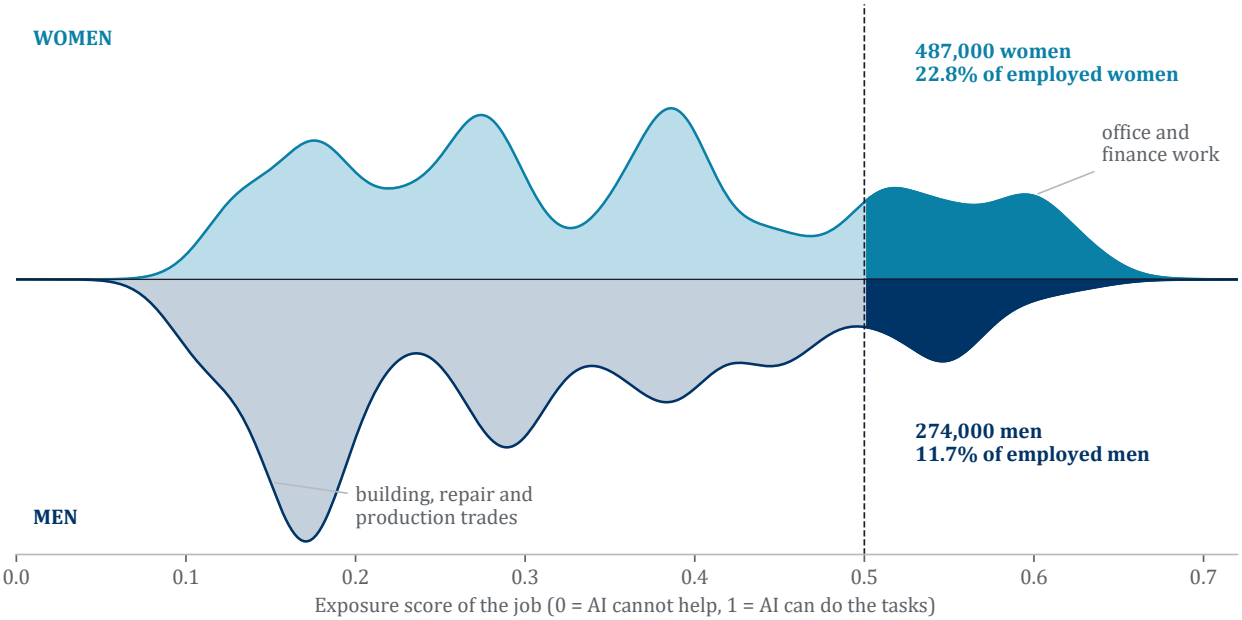
Almost two in three highly exposed workers are women (64%).

Source: Statistik Austria labour force survey 2025; ILO 2025 exposure index (Gmyrek et al. 2025); own calculations.

The second chart shows the whole workforce along the exposure scale. Women's jobs (above the line) spread across the middle of the scale and rise again at the top. Men's jobs (below) pile up at the low end, in the building, repair and production trades.

Women's jobs sit higher on the exposure scale than men's

Employed women (above) and men (below) by the exposure score of their job, Austria 2025; dark = highly exposed



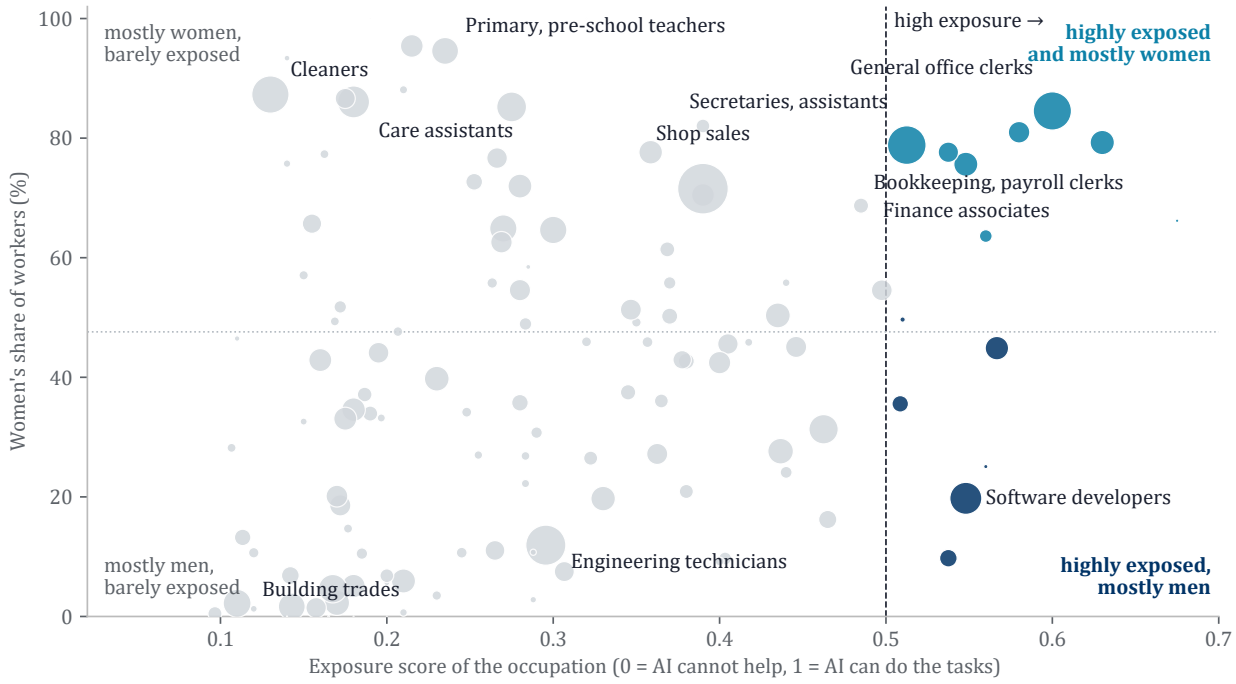
Source: Statistik Austria labour force survey 2025; ILO 2025 generative-AI exposure index; own calculations.

1.3 Office work sits alone in the top corner

At the top of the exposure scale, AI's reach and women's work overlap almost completely. Each bubble in the chart is an occupation, placed by its exposure score and by the share of women among its workers. Office work (general office clerks, secretaries and assistants, bookkeeping and payroll clerks, finance associates) is highly exposed and 76% to 85% female. The only large highly exposed occupation where men dominate is software development.

Where AI can do most of the work, most workers are women

Each bubble is an occupation in Austria, sized by employment (2025). Office work sits alone in the top-right corner.



Source: Statistik Austria labour force survey 2025; ILO 2025 generative-AI exposure index; own calculations.

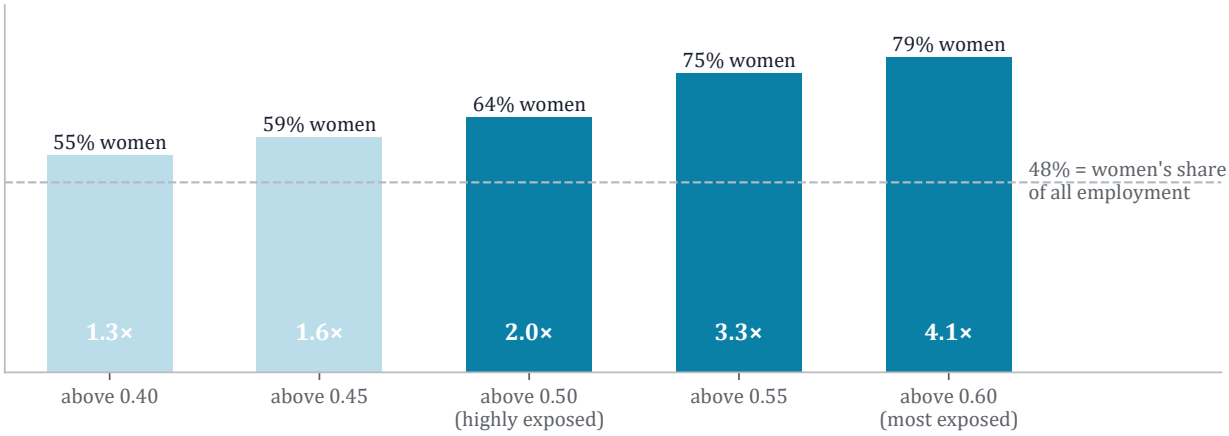
The large women's jobs on the left (care, cleaning, shop sales, teaching) are barely exposed, and the large men's jobs at the bottom left (building trades, mechanics, technicians) even less. The gap is therefore not about women's work in general, but about office work, which in Austria is mostly done by women.

1.4 The gap grows the higher the bar

The gap is not an artefact of where the line is drawn. Wherever one draws it, women are more exposed, and the higher the line, the larger the gap. Among workers in jobs scoring above 0.40, 55% are women. Above 0.50, the report's main line, it is 64%. In the most exposed jobs, above 0.55, it is 75%: women are 3.3 times as likely as men to work there. Most of these are core office jobs (bookkeeping and payroll clerks, general office clerks and general secretaries), alongside finance professionals and writers.

The more exposed the job, the more likely it is held by a woman

Women's share of workers in jobs above each exposure score.
Inside the bars: how many times more likely women are than men to work there.



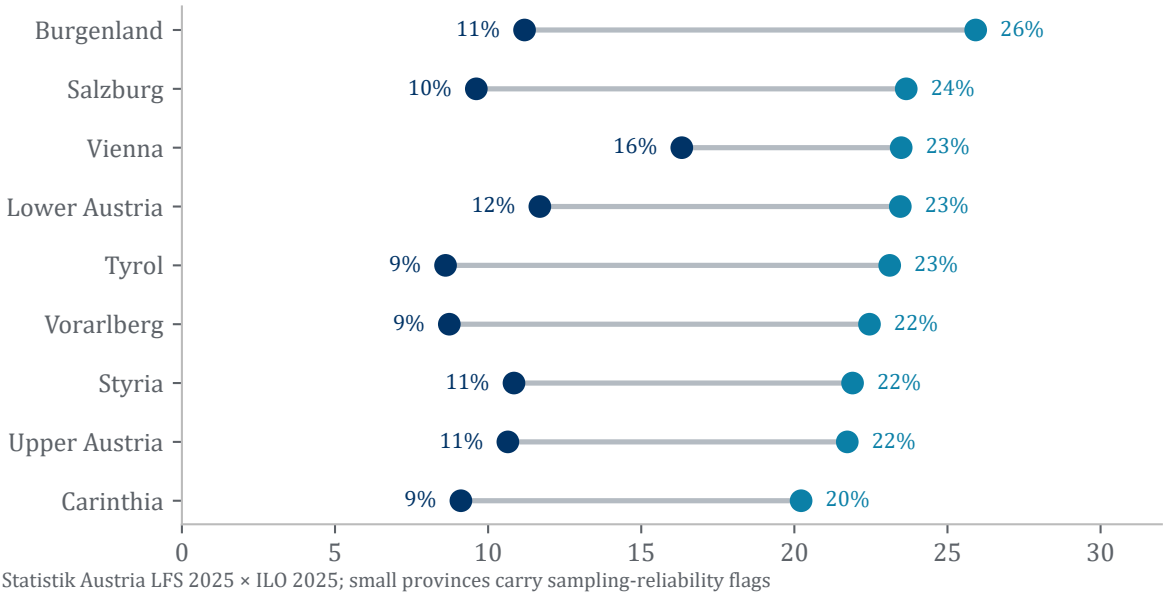
Source: Statistik Austria labour force survey 2025; ILO 2025 exposure index; own calculations.

1.5 The gap holds across Austria, and is largest in villages

In every Bundesland, between 20% and 26% of employed women work in highly exposed jobs, against 9% to 16% of men. The gap is widest outside Vienna, at about 14 to 15 percentage points in Burgenland, Salzburg and Tyrol against 7 in Vienna, mostly because fewer men there work in office and IT jobs. Vienna has the largest number: about 241,000 highly exposed people work there.

Not a Vienna story: women's exposure is 20–26% in every province

High-exposure share of employed women (blue) and men (dark blue) by province of residence, 2025



Source: Statistik Austria LFS 2025 × ILO 2025; small provinces carry sampling-reliability flags

Exposed women live in small places more often than men. 40% of them live in municipalities with at most 5,000 inhabitants (men: 30%); only 21% live in Vienna. The gap is largest in villages: in municipalities with up to 2,000 inhabitants, 22.8% of employed women but 7.7% of men work in highly exposed jobs, three times as many. In rural areas, the office job is often the main white-collar job available to women.[9]

[9] Statistik Austria, labour force survey, average 2023–2025, by size of the municipality of residence; own calculations.

WHAT THIS MEANS FOR POLICY

What we found. In 2025, about 761,000 of Austria's 4.5 million employed people worked in occupations highly exposed to generative AI: 487,000 women and 274,000 men. That is 22.8% of all employed women against 11.7% of all employed men, so women are twice as likely to hold such a job. The higher the exposure bar is set, the more female the group becomes: in the most exposed jobs, three in four workers are women. The exposed jobs are mostly office work, where 76% to 85% of workers are women. The gap appears in every province, is largest in small villages (22.8% of women against 7.7% of men in municipalities with up to 2,000 inhabitants) and has been stable for at least fifteen years.

What it means. Women's exposure is not a niche, a tech-sector issue or a Vienna phenomenon. It is a structural feature of the Austrian labour market that generative AI now makes consequential. Because the split between women's and men's jobs is old, it will not resolve on its own as the technology spreads. And because the gap is largest in small places, many of the women concerned work where the office job is the main white-collar work nearby, with few alternatives within commuting distance.

Why it matters for decisions. Decisions on digitalisation funding, labour-market programmes or public-sector modernisation affect women in office work more than any other group. Their effect on these women should be assessed explicitly, at national scale and with regional reach, instead of being assumed to be covered by measures for technology sectors or large cities. The figures in this chapter give a baseline against which such decisions, and the further spread of generative AI, can be tracked.

CHAPTER 02

02

Why women? The office jobs of Austria's middle.

Which jobs drive women's exposure, why women hold them and men do not, why it is the middle of the education ladder and not the bottom or the top, and where these women work.

Women's exposure is office work, done by women with mid-level education: an apprenticeship (Lehre) or a vocational school. Traditional choices of training and occupation lead women into the offices and men into the trades, in the economy as a whole and inside almost every industry.

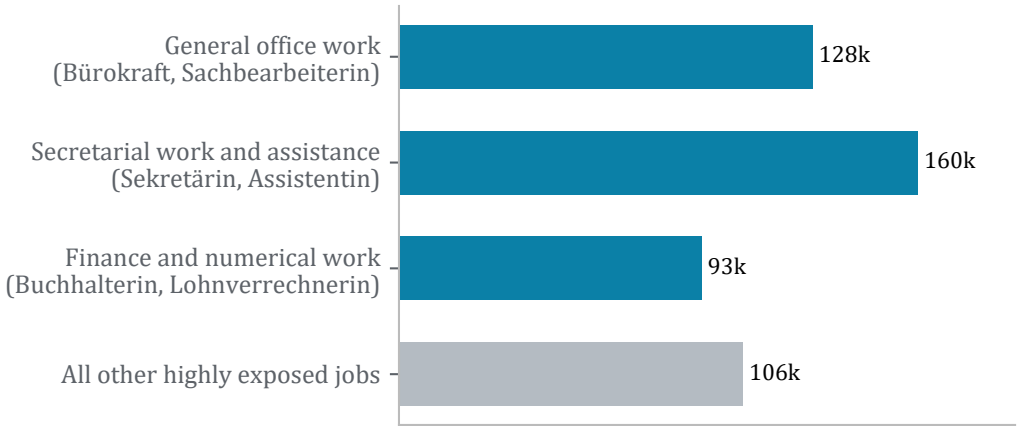
381,000	78%	39% vs 19%	66,500
exposed women in three office and finance job families	of all exposed women	of women vs men with a BHS in highly exposed jobs	exposed women in public administration

2.1 It is office work

Three job families hold 381,000 of the 487,000 exposed women: general office work (*Bürokraft*, *Sachbearbeiterin*, *Bürokauffrau*), secretarial work and assistance (*Sekretärin*, *Assistentin der Geschäftsführung*, *Verwaltungsassistentin*), and finance and numerical work (*Buchhalterin*, *Lohnverrechnerin*, *Finanzsachbearbeiterin*). In all three, women make up between 76% and 85% of the workforce. The remaining 106,000 exposed women work in a range of other jobs, from client information to finance and IT professions.[10]

78% of exposed women work in three office and finance job families

487,000 women in highly exposed occupations, by job family, 2025



Source: Statistik Austria LFS 2025 × ILO 2025

The labels simplify. The finance family includes associate professionals as well as clerks; the secretarial family ranges from general secretaries to specialised assistants. Training and responsibility within these families differ widely.

2.2 Traditional roles: women in the offices, men in the trades

The exposure score is the same for women and men in the same job. The gap therefore comes from where women and men work, and that follows a familiar pattern. Among white-collar employees (*Angestellte*), 30% of women and 19% of men work in highly exposed jobs; among blue-collar workers

[10] In the occupation classification (ISCO-08, three-digit level) the three families consist of five occupation groups: general office clerks (411), general secretaries (412), numerical clerks (431), administrative and specialised secretaries (334) and financial and mathematical associate professionals (331).

(*Arbeiter*), about 1%. And Austria has 629,000 male but only 271,000 female blue-collar workers. A large part of the gap is simply the other side of men's concentration in manual trades that generative AI does not reach.

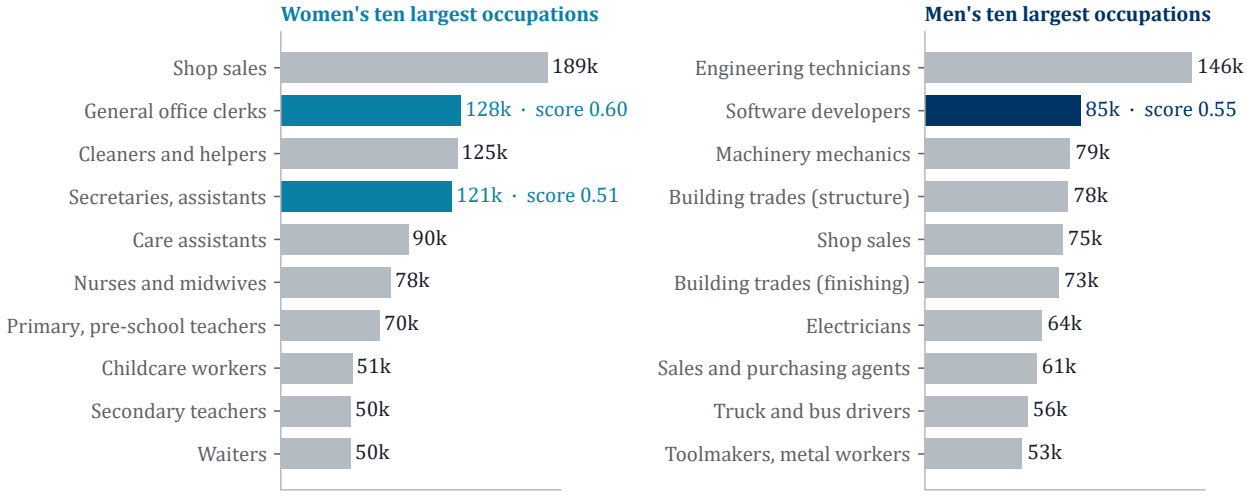
Desk work is exposed, manual work is not
Share of employed women and men in highly exposed jobs, by employment status, Austria 2025



Source: Statistik Austria labour force survey 2025 (status in employment); ILO 2025 exposure index; own calculations.

The split starts with the first choice of training. In 2025, almost a third of Austria's 32,845 female apprentices (*Lehrlinge*) trained in just three occupations: retail (*Einzelhandel*), office clerk (*Bürokauffrau*) and hairdresser; one in seven trained in the two office apprenticeships, *Bürokauffrau* and *Verwaltungsassistentin*. Among the 70,017 male apprentices, the most common choices were electrical engineering (9,030), metal engineering (8,407) and automotive engineering (7,605): trades in which generative AI barely reaches the work. The Chamber of Commerce itself notes that girls "still prefer typical women's occupations".[11] The same division runs through working life: two of women's four largest occupations are highly exposed office jobs, general office clerks (128,000 women) and secretaries and assistants (121,000), while men's largest occupations are technicians, software developers, mechanics, building trades and electricians. Software developers rank second among men only because the classification splits the trades into several smaller groups while software development is a single one (85,000 men).

Two labour markets: women's big jobs include office work, men's are trades
Ten largest occupations by sex, 2025 (thousands employed); coloured = highly exposed to generative AI



Source: Statistik Austria labour force survey 2025; ILO 2025 exposure index; own calculations.

[11] WKO, Lehrlingsstatistik 2025 (apprentices as of 31 December 2025): "Die 10 häufigsten Lehrberufe bei Mädchen 2025" and "… bei Burschen 2025", January 2026; quotation translated.

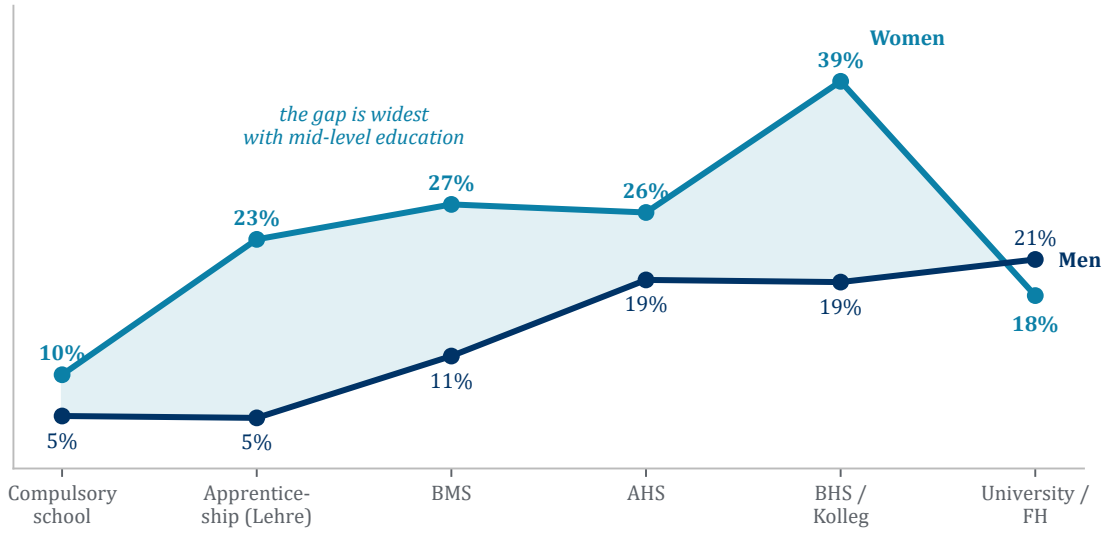
Much of the gap comes from this broad split. If women were spread across the main occupational areas the way men are, while keeping their own exposure within each area, their exposed share would fall from 22.8% to 15.5%, about two thirds of the gap. The remaining third comes from differences within the same broad area, for example between female secretaries and male technicians. The split itself is old: the occupational pattern behind the gap has been in place for at least fifteen years (appendix A2, *The gap existed before generative AI*). What is new is a technology that is best at exactly the work on the women's side of it.

2.3 Not the bottom, not the top: the middle of the education ladder

Women's exposure is not about "women's work" in general, and not about low pay. The lowest-paid jobs many women do (cleaning, care assistance, shop sales, childcare) are barely exposed: a cleaner's work needs hands and presence. At the top, the gap disappears. The exposure sits in between, among women with mid-level vocational education. Among people with only compulsory schooling, 10% of women and 5% of men work in highly exposed jobs. With an apprenticeship (*Lehre*), it is 23% of women against 5% of men; with a BMS (*berufsbildende mittlere Schule*, a three- or four-year vocational school), 27% vs 11%; with a BHS (*berufsbildende höhere Schule*, a five-year vocational college with the Matura, such as the HAK or HLW), 39% vs 19%. At university or FH level the order reverses: 18% of women and 21% of men.

The squeezed middle: same education, very different exposure

Share of employed women and men in highly exposed jobs by highest qualification, 2025



Source: Statistik Austria labour force survey 2025 (Austrian attainment categories); ILO 2025 exposure index; own calculations.

About 121,000 exposed women have an apprenticeship and 117,000 a BHS: together almost half of all exposed women. These are Austria's classic commercial training routes: the apprenticeship as *Bürokauffrau* or *Verwaltungsassistentin*, the HAK and the HLW. The same qualification leads women and men into different jobs: of all employed women with an apprenticeship, 20.6% work in the three office and finance job families; of men with an apprenticeship, 2.8%. Among BHS graduates the shares are 33.4% and 6.9%.

These are solid, mid-wage jobs. Women in general office, numerical and administrative jobs earned a median €16.70 to €19.30 an hour in 2022, above the median for all employed women (€15.73) and far above cleaning (€10.72).[12]

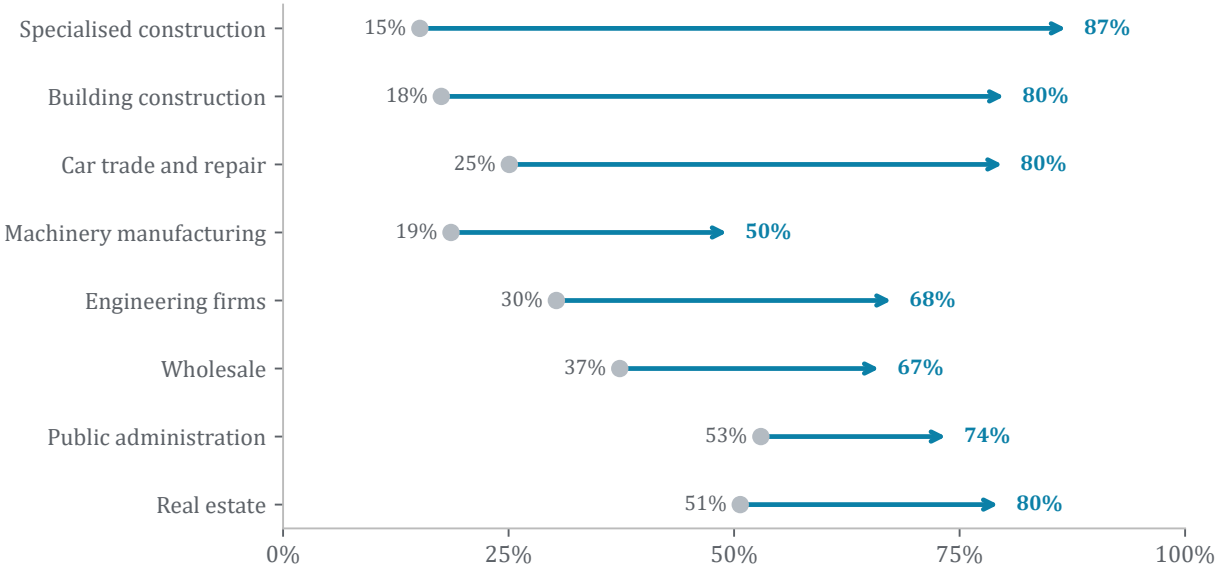
[12] Statistik Austria, Verdienststrukturerhebung 2022, median gross hourly earnings.

2.4 It is the job, not the industry

The same split repeats inside industries. In the industries below, women are a minority of the workforce, yet they hold most of the highly exposed jobs. In specialised construction, women are 15% of all employees but hold 87% of the highly exposed jobs: the women run the office, the men work on site. In car trade and repair the shares are 25% and 80%, in machinery manufacturing 19% and 50%, in wholesale 37% and 67%. Only in finance and IT, where men also hold desk jobs, are men about as exposed as women.

Women are a minority in these industries, but hold most of their exposed jobs

Women's share of all employees (grey) and of highly exposed jobs (blue), 2025



Source: Statistik Austria labour force survey 2025; ILO 2025 exposure index; own calculations.

So it is not the industry that makes women exposed, but the job they do in it. Exposed women work in construction firms, wholesalers, hospitals, law firms and ministries, often as a small office team inside a business that is otherwise not exposed at all. One in three exposed women (174,000) works at a site with fewer than 20 people, and 109,000 at one with fewer than ten.[13] Many have no HR department or works council nearby, and industry-level AI strategies will miss them.

2.5 The public sector is the largest single employer of exposed women

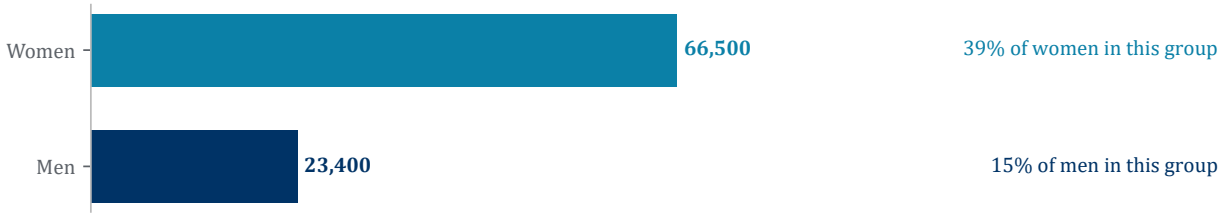
Public administration employs about 66,500 highly exposed women, 14% of all exposed women in Austria. The public sector can be counted in three ways. Each shows a large group of women, but the three counts overlap and must not be added.

First, by industry. The industry count covers everyone who works in public administration, defence and social security, including staff of public bodies on ordinary contracts. Two in five women there (39%) hold a highly exposed job, against 15% of men, and women hold 74% of the sector's exposed jobs.

[13] Statistik Austria, labour force survey 2025, size of the local unit; own calculations.

Counted by industry: 66,500 exposed women in public administration

Public administration, defence and social security, all employees; highly exposed employees by sex, 2025

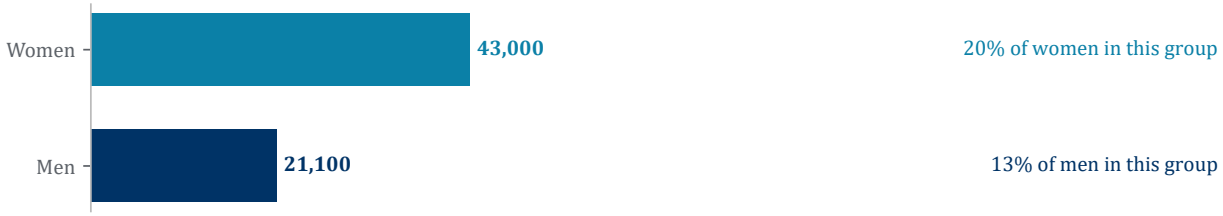


Source: Statistik Austria labour force survey 2025 × ILO 2025. The three counts overlap and must not be added.

Second, by employment status. The status count covers civil servants (*Beamtinnen*) and contract public employees (*Vertragsbedienstete*) in all industries, including schools and hospitals, where many jobs are not exposed. About 43,000 of these women hold a highly exposed job: 20% of them, against 13% of the men.

Counted by status: 43,000 exposed women among public employees

Civil servants and contract public employees in all industries (incl. schools and hospitals); highly exposed, by sex, 2025



Source: Statistik Austria labour force survey 2025 × ILO 2025. The three counts overlap and must not be added.

Third, by place of work. The Vienna count covers public administration with a workplace in Vienna: 22,600 exposed women and about 9,600 exposed men. It includes federal ministries and is not the same as “the City of Vienna as employer”, which also employs people in health, education and public companies. An employer-level count would require personnel data from the federal government, the Länder and the City of Vienna.

Counted by place of work: 22,600 exposed women in Vienna's public administration

Public administration with a workplace in Vienna (includes federal ministries); highly exposed employees by sex, 2025



Source: Statistik Austria labour force survey 2025 × ILO 2025. The three counts overlap and must not be added.

WHAT THIS MEANS FOR POLICY

What we found. Three office and finance job families (general office work, secretarial and assistance work, finance and numerical work) hold 381,000 of the 487,000 exposed women, 78%; women make up 76% to 85% of these jobs. The gap follows traditional choices: many girls train as *Bürokauffrau* or *Verwaltungsassistentin*, while boys train in electrical, metal and automotive trades that generative AI barely reaches. Exposure sits in the middle of the education ladder: 39% of women but 19% of men with a BHS work in highly exposed jobs, while the gap disappears at university level. These are solid mid-wage jobs, spread across almost every industry and often held in small teams: one in three exposed women works at a site with fewer than 20 people. Public administration is the largest single setting, with 66,500 exposed women.

What it means. The group concerned is defined by the job and by the training that leads to it, not by the industry: a construction firm, a wholesaler and a ministry can have the same exposed office team. Because the split begins with the first choice of training, it reproduces itself with each new cohort. Because these are mid-wage jobs, a change that pushes women into lower-paid work would be a loss even if no one became unemployed. And in public administration the state is not only the regulator but also the employer.

Why it matters for decisions. Occupation is the right unit for targeting and monitoring, and vocational education (the apprenticeship or *Lehre*, BMS and BHS) is a lever for the next generation. The quality of transitions (pay, hours and standing after a move) should count as much as their number. Offers have to reach small sites without HR departments or works councils. And government has a direct way to act and to learn in its own administration.

CHAPTER 03

03

Hit twice: same job, smaller role.

Who holds responsibility in the same office jobs, how the work could change when AI arrives, who gets the work that remains, and where the open jobs are.

Women are hit twice. Their jobs are more often the ones generative AI reaches. And within those jobs, they less often hold the responsibilities that remain and are likely to gain value: review, exceptions, decisions. Whether women hold those parts of the work will decide whether the change works for them.

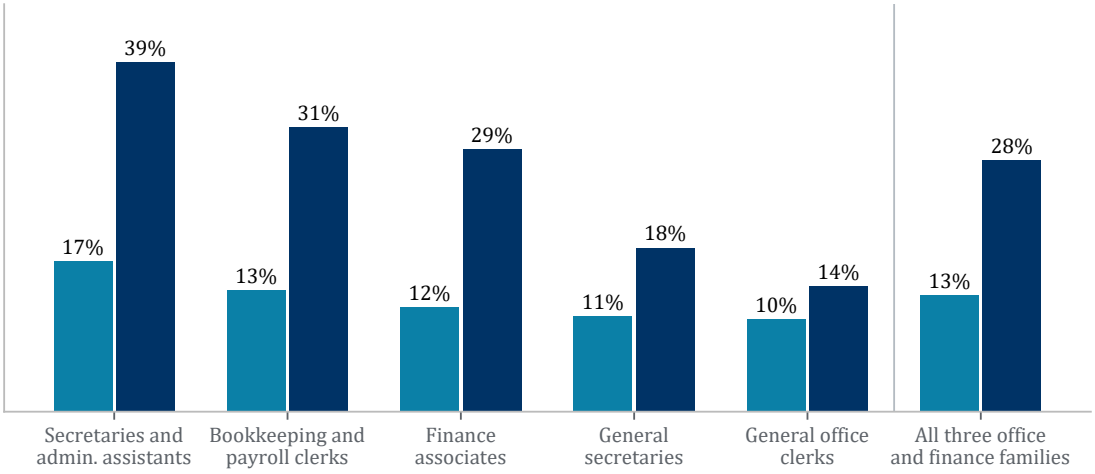
13% vs 28%	52% vs 64%	242,000	30,500
of women vs men in the same office jobs who hold a management position	of women vs men in office careers who moved up within five years	exposed women who work part-time	registered vacancies in barely exposed jobs with at most 2.5 jobseekers each

3.1 Who is in charge

In the same office occupations, men are twice as likely as women to hold a management or supervisory position. Among women in the three office and finance job families, 13% manage or supervise others; among men in the same jobs, 28%. The pattern holds in every occupation, and most strongly where the job is most varied: among secretaries and administrative assistants, 17% of women but 39% of men hold such a position. Women and men in these jobs have the same length of service: 40% and 41% have been with their employer for ten years or more.

Same office job, but men are twice as likely to be in charge

Share holding a management or supervisory position: women (blue) vs men (dark blue) in the same occupation, 2025



Source: Statistik Austria labour force survey 2025; own calculations. Small samples for men in some occupations.

This matters for what comes next. When generative AI takes over routine preparation (drafting, recording, first checks), the human work that remains shifts toward review, exceptions, coordination and decisions. That is the content of supervisory roles. **When generative AI takes over the routine part of office work, men keep the responsibility.** Women more often hold the part of the job the technology does best.

3.2 Fewer promotions

In online career data, women in office jobs reached a higher seniority level within five years less often than men (52% vs 64%). The comparison follows 7,097 women and 3,107 men who in June 2021 worked in Austria as office clerks, secretaries or numerical clerks at junior to mid-level seniority and who

had a documented Austrian job in June 2026. It takes account of differences in starting occupation and level.[14]

Women in office jobs less often move up
Share at a higher recorded seniority five years later (June 2021 → June 2026), standardised start mix



Source: Revelio Labs profiles (Oct 2026 extract); 7,097 women, 3,107 men who started in office, secretarial or numerical clerk jobs

This is not a national promotion rate and not proof of discrimination. Online profiles over-represent younger and more educated workers, seniority is classified by the data provider, and hours and care responsibilities are not held constant. But it is consistent with the management gap in the official data: in office careers, responsibility comes to women less often, and that is why so many of them remain in the routine, preparatory part of office work that generative AI does best.

3.3 Part-time and on site

About half of exposed women, around 242,000, work part-time, the same rate as women in other jobs. Part-time work alone does not explain why women are more exposed. But it shapes access to training, to supervisory roles and to the new tasks that AI introduction creates, because these are often organised around full-time schedules. Most of this work happens on site: 58% of exposed women never work from home.

Exposed women are experienced. They are spread across the life course (20% are under 30, 41.5% are 45 or older), and 38% have been with their employer for ten years or more. They know their firms, their customers and their processes: exactly the knowledge the work that remains after AI will need.

[14] Revelio Labs workforce profiles via Wharton Research Data Services, Austria-connected extract, October 2026; own analysis. Online profiles are not representative of all workers.

How the work could change

Generative AI changes tasks before it changes jobs. In the most exposed office jobs almost every task is affected; what remains valuable is judgement, responsibility and coordination. For those who need to move, the open jobs are in barely exposed occupations.

3.4 Tasks change before jobs do

In bookkeeping, every rated task is highly exposed; in secretarial work, the tasks are more mixed. In accounting and bookkeeping, all five rated tasks score above 0.50: checking postings, recording data in accounting software, compiling records, issuing invoices and compiling reports. For general office clerks, seven of eight tasks score above 0.50. Executive and administrative secretaries are more mixed: scheduling meetings and travel (0.72) and writing correspondence (0.63) are highly exposed, but liaising with colleagues (0.32) and supervising clerical staff (0.35) are not.

The difference matters. Where almost every task is exposed, as in bookkeeping, payroll and general clerical work, there is little room to shift a job toward its less exposed parts: the job itself is likely to shrink or be redesigned. Secretarial and assistant jobs, with more varied tasks, have more room to move toward coordination and people-facing work.

3.5 The bottleneck: who gets the work that remains?

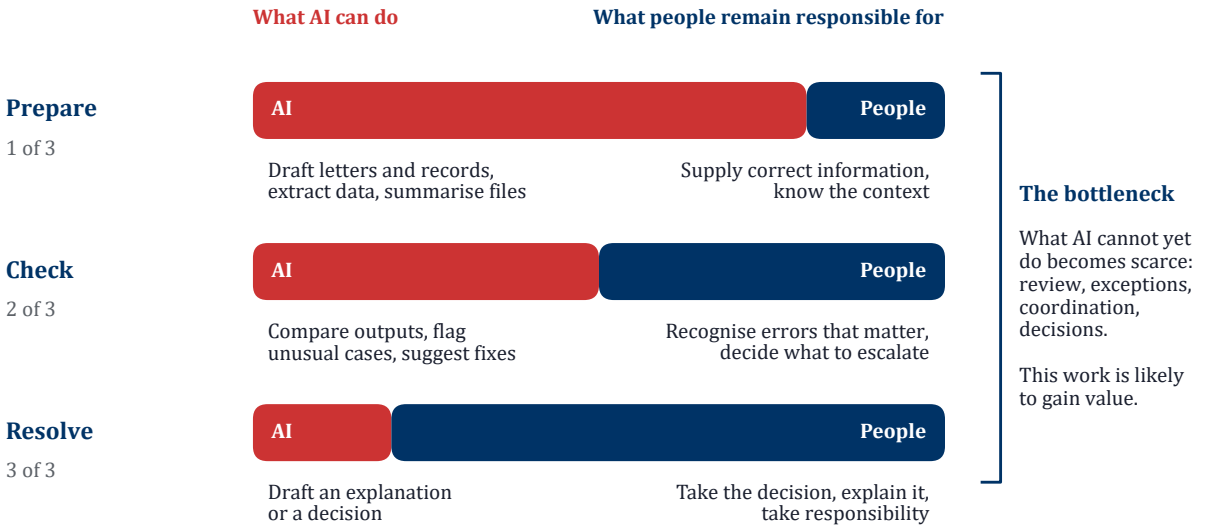
When AI makes some tasks of a job much cheaper, the tasks it cannot yet do become the bottleneck, and the people who do them may become more valuable. A recent working paper by the economist Soumitra Shukla turns this idea into a measure.[15] Most exposure indices, including the one used in this report, ask which tasks AI can do. Shukla asks the reverse question: where could the work that AI cannot yet do gain value, because AI speeds up everything around it? He matches 288 million US job ads to detailed task descriptions and combines them with ratings of what language models can do. For a task that AI cannot yet do, the "bottleneck pressure" is high when the rest of the job is highly exposed. The same task, for example checking a document or dealing with an unusual case, can therefore face very different pressure depending on the job it sits in.

In an office, the bottleneck is review, exception handling, coordination and accountability: the work of checking what AI has prepared and deciding what to do with it. The chart below shows this for a typical office process in three stages.

[15] Shukla (2026). The study uses US data; it does not estimate bottleneck pressure for Austria.

As AI takes over preparation, the value moves to checking and deciding

A typical office process in three stages. Stylised: shares are illustrative, not measured.



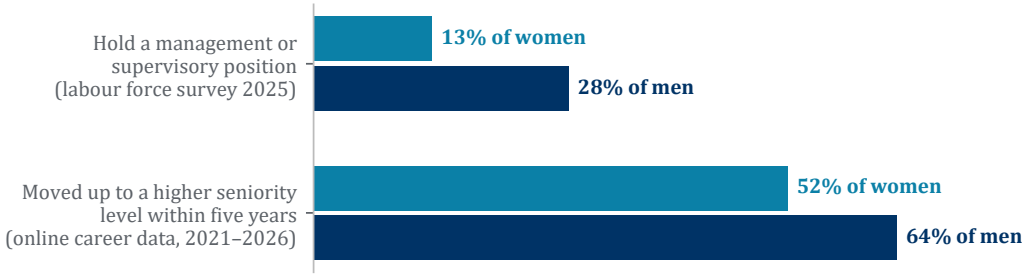
Framework after Shukla (2026), based on US data; illustration of a typical office process, not an Austrian measurement.

If AI mainly speeds up preparation, the same team can handle more cases, and checking and resolving grow in importance. Employers can respond by reducing staff, by expanding service, or by giving existing staff more responsibility for the harder cases. A customer-service example shows the tension: faster answers to routine enquiries free time for difficult cases, but can also leave staff with a denser workload of nothing but difficult cases. No stage is permanently protected; checking and communication can also receive AI support.

Austria's data say who holds the bottleneck roles today: men. The second chart returns to the finding at the start of this chapter. In the three office and finance job families, 28% of men but 13% of women hold a management or supervisory position, and women in office careers move up less often.

Who holds the bottleneck work today: more often men

The same office jobs, two measures of responsibility and advancement



Sources: Statistik Austria labour force survey 2025; Revelio Labs profiles (7,097 women, 3,107 men; not representative).

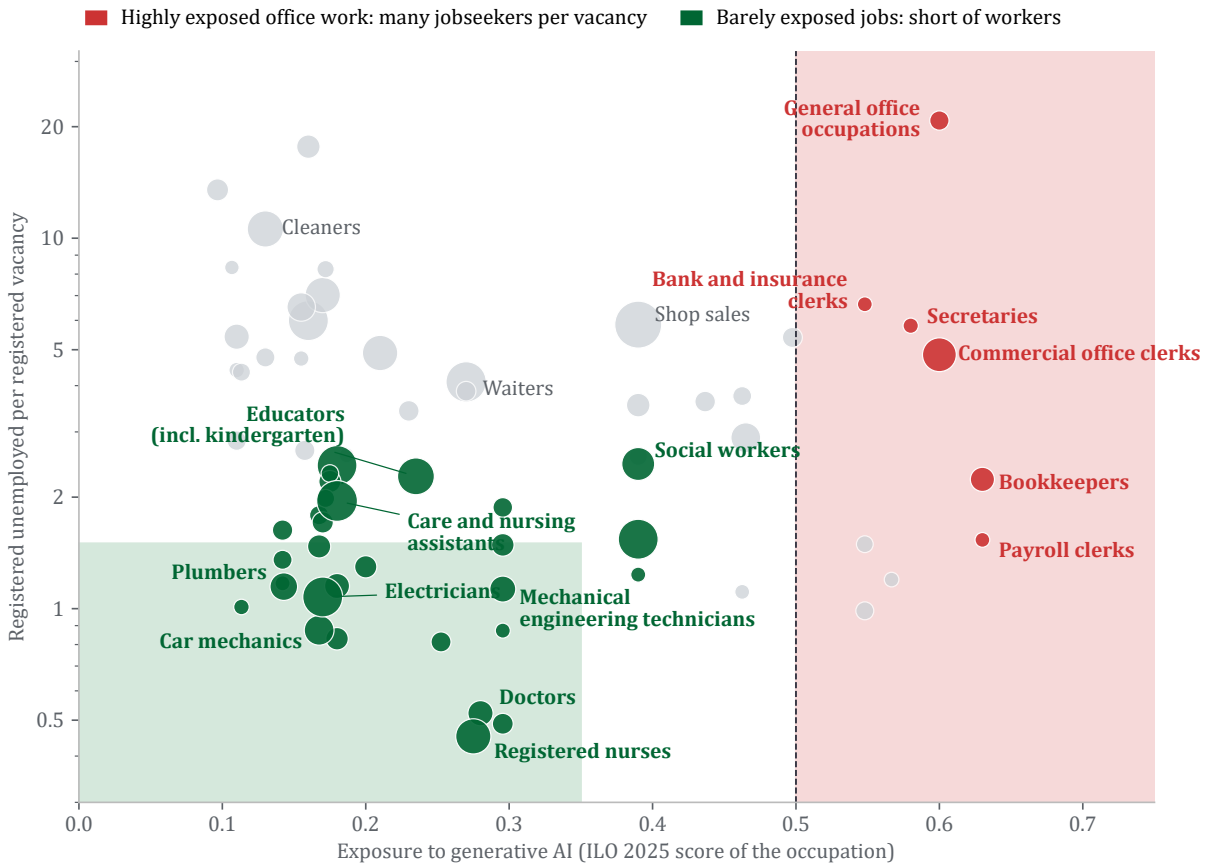
If the bottleneck work gains value, the women who do the exposed preparatory work today are not automatically the ones who will benefit. This is the central distributional risk this report identifies, and the reason why the employer plan in chapter 6 includes the step "Give women the roles that grow". The bottleneck idea is a framework built on US data, not an Austrian measurement.

3.6 Open jobs are in barely exposed occupations

For those who need to move, the open jobs are not in office work. The chart sets each of the largest AMS occupations against its exposure to generative AI. The exposed office occupations sit at the top right: in 2025 they had about 3,900 registered vacancies for 24,700 registered unemployed, 6.3 per vacancy, and 20.8 in general office occupations. At the bottom left sit 30 barely exposed occupations with at most 2.5 jobseekers per vacancy. Together they had about 30,500 registered vacancies, almost two in five of all registered vacancies in Austria, at 1.5 jobseekers per vacancy.[16]

Where the jobs are: low-exposure jobs need workers, exposed office jobs do not

AMS occupations, 2025 average. Dot size = registered vacancies. Lower = fewer jobseekers per open position



Source: AMS open data 2025 (registered unemployed and vacancies); ILO 2025 scores via ISCO-3, AMS occupations mapped by title; 67 largest occupations.

These are the jobs that need workers: registered nurses (0.5 unemployed per vacancy), doctors (0.5), car mechanics (0.9), electricians, plumbers and mechanical-engineering technicians (1.1 each), care and nursing assistants (2.0) and educators, including kindergarten staff (2.3). None of them is close to the exposure line; none of a nurse's ten typical tasks scores above 0.50.

Two facts shape these routes. First, pay differs: registered nurses belong to the health professions, where women earned a median €25.24 an hour in 2022, well above general office clerks (€16.69); care assistants earn less (personal care workers: €15.00), and electrical trades around €18.70.[17] Second, the open jobs are divided by sex, like the exposed ones: nursing, care and education are 85% to 95% female, while the technical trades are almost entirely male. A reskilling route should therefore work in both directions:

[16] AMS open data (data.gv.at), registered unemployed and vacancies by occupation, annual average 2025. The 67 AMS occupations with the most vacancies were assigned to an ISCO occupation group and its ILO score (see *About the data*).

[17] Statistik Austria, Verdienststrukturerhebung 2022, median gross hourly earnings of women.

women from office work into nursing and into the technical trades, and men from shrinking office, administrative or industrial jobs into nursing and care.

Inside office work, some roles will stay: those that review, decide and take responsibility. Career data show which moves women already make. Of about 7,400 women who left an exposed office job held in 2021 for a different documented Austrian job by 2026, the most frequent destinations were accounting (about 250), administration and office management (about 240), payroll (about 190), human resources (about 130) and purchasing (about 80). These roles are themselves exposed, so the point of such a move is more responsibility and pay, not lower exposure. They require professional knowledge (accounting rules and ERP systems, payroll tax and labour law, contracts) that is learnable on top of office experience.

WHAT THIS MEANS FOR POLICY

What we found. In the same office jobs, 13% of women but 28% of men hold a management or supervisory role, and in career data women move up less often. Half of exposed women work part-time, most on site. When AI takes over routine preparation, the work that remains (review, exceptions, coordination, decisions) is likely to gain value, and men hold it twice as often. Outside office work, about 30,500 registered vacancies sit in barely exposed occupations, which are divided by sex and differ in pay.

What it means. The risk is not only that some tasks disappear. It is that women hold the part of the job that shrinks, while the part that is likely to grow sits more often with men. More training alone does not change who is given that responsibility, and part-time, on-site work limits access to the evening courses and full-time career routes through which new roles are usually filled. For those who need to move, the question is whether they can reach the occupations that need workers without losing pay: a move into lower-paid work, or a job left with nothing but the hardest cases, is not a good outcome even if employment holds.

Why it matters for decisions. There are two points at which choices are made: when AI is introduced into an administrative process, and when someone leaves an exposed job. Both can be shaped, and in both the allocation of responsibility and pay are the right yardsticks, not only whether people stay employed. Offers will only work if they fit part-time and on-site schedules and build on the experience these women already have. Chapter 6 turns this into two action plans.

CHAPTER 04

04

More exposed, less prepared.

Employers now ask for AI skills, also in office jobs. Women show these skills less often, use AI less, work in AI jobs less often and train less.

Just as employers start to ask for AI skills, the group whose work is most exposed is the group least engaged with the technology. Women in office jobs list AI skills less than half as often as men in the same jobs, use generative AI less and are rarely found in AI jobs.

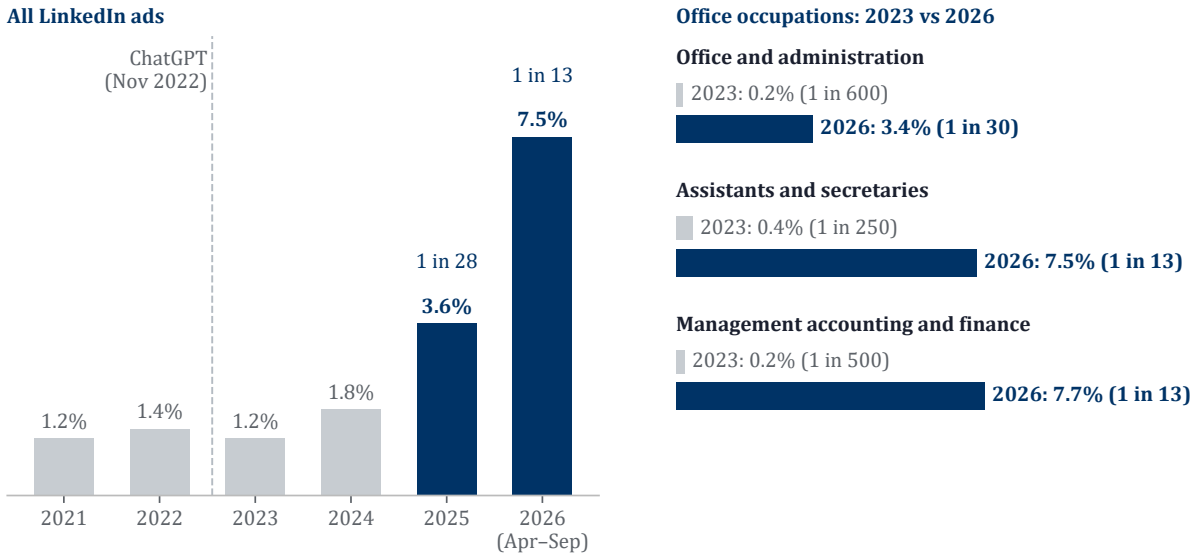
1 in 13	1.6% vs 3.9%	37% vs 42%	26%
LinkedIn job ads in Austria asking for AI skills, 2026 (until 2023: 1 in 78)	of women vs men in office and finance jobs who list an AI skill on their profile	of women vs men who used generative AI in the last three months	of Austria's core AI specialists who are women

4.1 Since 2025, employers ask for AI skills

For this report we analysed 4.2 million job ads with a workplace in Austria from 2021 to 2026. For three years, little changed: until 2023, about one in 78 LinkedIn ads asked for AI skills, and the arrival of ChatGPT in late 2022 made no visible difference. Then demand surged. In 2025 it was one in 28 ads, and from April to September 2026 one in 13, almost six times as often as in the years to 2023. Across all job boards, staffing agencies and company career pages the rate is about half as high (one in 27 ads), but even on this cautious count, demand has at least tripled.[18]

Employers suddenly ask for AI skills, also in office jobs

Share of job ads in Austria that require or prefer AI skills, in %



Source: Revelio Labs job ads via WRDS (4.2 million ads with a workplace in Austria, 2021–2026); LinkedIn ads; own calculations. 2023 values for occupations rounded.

The new requirement has left the IT department, and it has reached exactly the jobs this report is about. In office and administration ads, about one in 600 asked for AI skills in 2023; in 2026, one in 30. Among assistants and secretaries the share rose from 0.4% to 7.5%, in management accounting and finance from 0.2% to 7.7%. What employers want has changed too: in 2021, six in ten ads asking for AI skills wanted specialist knowledge such as machine learning; in 2026, only about one in eight. The new skill is using AI, not building it: typically the confident and critical use of tools such as Copilot or ChatGPT in everyday work.

[18] Revelio Labs job ads (COSMOS) via Wharton Research Data Services; own analysis. An ad counts if it requires or prefers AI skills or expects openness to AI, not if it merely mentions AI; 38 AI terms in five groups with exclusion rules, checked on about 2,000 matches with fewer than 2% false hits. Trends use LinkedIn only, because the other sources change in composition over time.

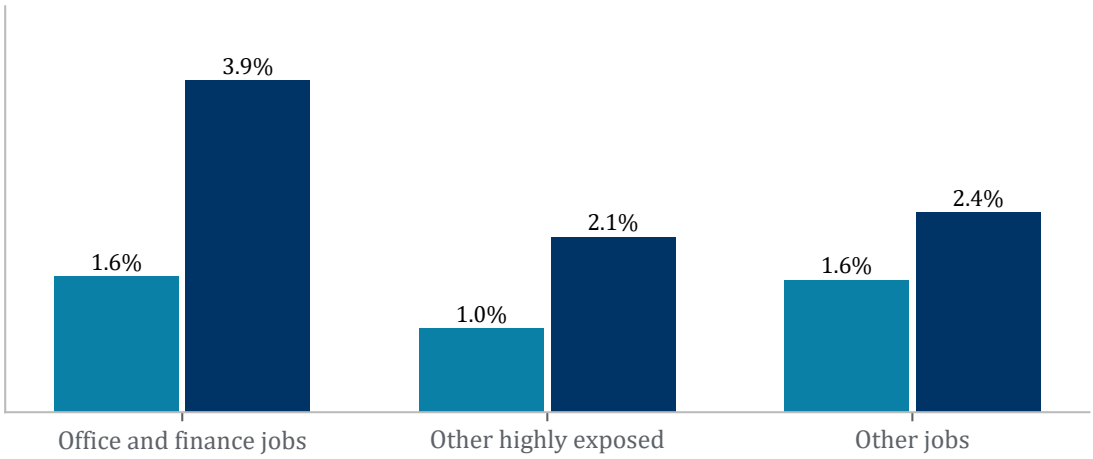
The requirement lands unevenly. Ads for management roles ask for AI skills about one time in five, entry-level ads about one time in 46. And in occupations where mostly women work, such as retail, only about one in 50 ads asked for AI skills in 2026, against one in 14 in mixed occupations. Assistants and secretaries are the exception: one in 13 of their ads asks for AI skills, as often as the average across all ads. Women who move from retail into office work will meet a requirement that barely existed in 2023.

4.2 Women show these skills less often

Among people in office and finance jobs in Austria, 1.6% of women list any AI skill on their online profile, against 3.9% of men in the same jobs. For generative-AI skills specifically, the shares are 0.5% and 1.0%. The levels are low for everyone, but the gap is largest exactly where exposure is highest: in other highly exposed jobs the shares are 1.0% and 2.1%, and in all other jobs 1.6% and 2.4%.

Women in office jobs list AI skills less than half as often as men

Share of people with any AI skill on their profile, by current job; women blue, men dark blue, Aug 2026



Source: Revelio Labs profiles (Oct 2026 extract), Austrian jobs active 1 Aug 2026. Self-reported skills

HOW WE MEASURED IT

We looked at about 2.2 million online career profiles of people who work or worked in Austria (Revelio Labs, accessed through Wharton Research Data Services at WU Vienna, October 2026). For everyone currently in a job, we checked whether the skills they list include an AI term (for example artificial intelligence or Künstliche Intelligenz, machine learning, ChatGPT, Copilot, generative AI, large language models or prompt engineering) and compared women and men in the same occupation. Gender is predicted from first names. Online profiles over-represent younger, more educated and urban workers, so the shares describe who signals AI skills online, not the skills of all workers.

A skill on a profile is a signal to employers, not a test of ability. But it is the signal recruiters search for, and with one in 13 ads now asking for AI skills, it matters. The gap is not a generation effect. Among people in the three office and finance job families who started their careers less than five years ago, 1.6% of women and 3.4% of men list an AI skill; at junior level the shares are 1.3% and 3.9%. Only among managers are women and men equal (1.7% and 1.8%). The gap sits in the junior and associate ranks: exactly the roles generative AI touches first.[19]

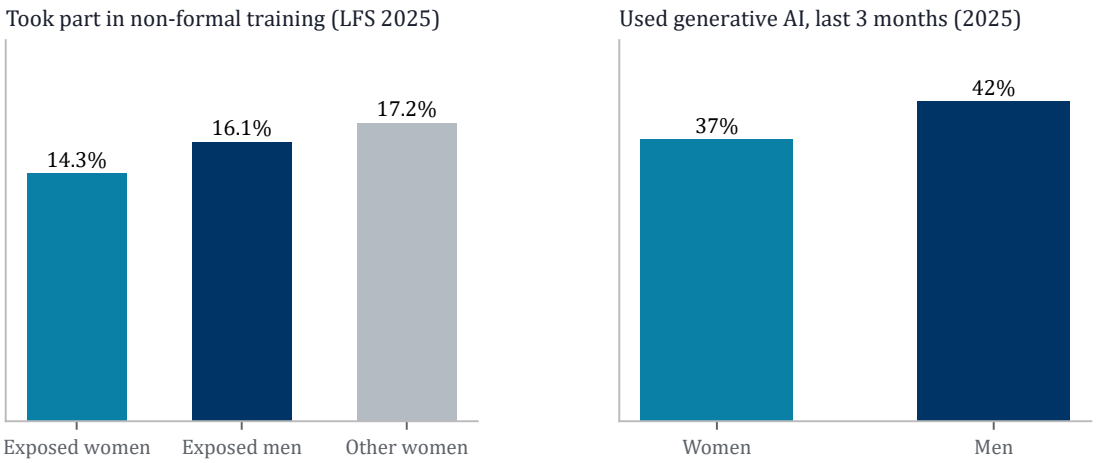
[19] Revelio Labs workforce profiles via Wharton Research Data Services, Austria-connected extract, August–October 2026; own analysis.

4.3 Women use AI less and feel less confident, but are not more worried

Women use generative AI less than men, rate their knowledge lower and are less interested in learning more. In 2025, 37% of women and 42% of men aged 16 and over had used a generative-AI tool in the previous three months. Among users, about half of women used it for work, against 58% of men. 25% of women but 36% of men say they know a lot about AI; 36% of women and 45% of men want to learn more. Fewer women see AI as very useful in their own job (11% vs 18%), and more non-users cite a lack of knowledge (51% vs 45%). The difference is not just a matter of age or education: a statistical analysis of the survey finds that women are about 30% less likely to use generative AI than comparable men of the same age, education and employment status.[20]

Yet women are not more worried: 14% of women and 15% of men fear losing their job to AI. The most exposed group is not the most alarmed.

More exposed, less trained, fewer users



Sources: Statistik Austria LFS 2025; Statistik Austria ICT household survey 2025, population 16+, as cited in L&R/IHS (2026)

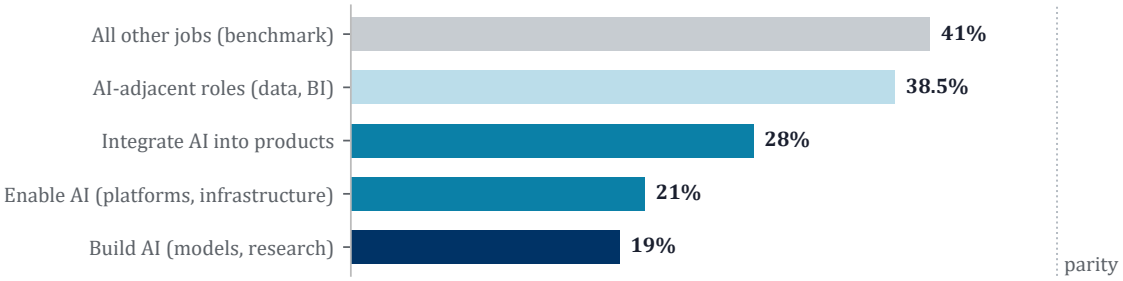
4.4 Few women in AI jobs, and few move into them

Women are also rare among the people who work with AI professionally. In our analysis of Austria's AI workforce, women make up 26% of core AI specialists, against 41% of all other jobs. The closer the role is to building AI, the fewer women: 38.5% in AI-adjacent data and analytics roles, 28.5% among those who integrate AI into products, 21% in roles that run AI platforms, and 19% among those who build AI models. At the current pace of about 0.3 percentage points a year, parity would take around fifty years.[21]

[20] Statistik Austria, ICT household survey 2025, population aged 16 and over, as published by Statistik Austria (2025) and analysed in Bergmann et al. (2026).

[21] Schumacher, Schumacher and Tihanyi (2026), Austria's AI Workforce; Revelio Labs via WRDS; lifetime shares, gender predicted from names.

The closer to building AI, the fewer women
Women's share of Austria's AI workforce by role, and of all other jobs



Source: Schumacher, Schumacher and Tihanyi (2026), Austria's AI Workforce; Revelio Labs via WRDS, lifetime shares, predicted gender.

The route from office work into these jobs is narrow, and men take it more often. Of the people who left an office or finance job in Austria for another job within a year (2015 to mid-2026), 2.0% of women but 5.3% of men moved into an AI, data or IT role. Although women are the majority of those leaving office jobs, more men than women made this move in absolute numbers (1,843 against 984).[22]

4.5 Exposed women train less than other women

Exposed women also take part in training less often. In the labour force survey, 14.3% of highly exposed women had recently taken part in non-formal education or training, compared with 17.2% of women in other jobs and 16.1% of highly exposed men. In the three office and finance job families the rates are 12.9% for women and 15.0% for men; among general office clerks and general secretaries, around 10%.[23]

WHAT THIS MEANS FOR POLICY

What we found. Since 2025, employers in Austria ask for AI skills far more often: one in 13 LinkedIn ads in 2026, against one in 78 until 2023, and one in 30 office and administration ads, against one in 600 in 2023. What they want is the confident use of AI tools, not programming. Women in office and finance jobs list AI skills on their profiles less than half as often as men in the same jobs (1.6% against 3.9%), also at the start of their careers. Women use generative AI less than men (37% against 42%), are about 30% less likely to use it than comparable men, make up only 26% of Austria's core AI specialists and take part in training less often. Yet they are no more worried about their jobs than men.

What it means. The demand for AI skills is arriving in the office faster than the skills themselves. When offices are reorganised, employers look for skills that can be shown, so a gap in visible skills today becomes a gap in opportunities tomorrow, above all in the junior roles that generative AI touches first. Low worry also means that waiting for individuals to act on their own will not close the gap.

Why it matters for decisions. Closing the skills gap is a precondition for a fair allocation of the new roles, not an optional extra. Offers should teach the practical use of AI with the tools of the actual job and lead to a certificate that employers recognise. How offers are designed matters as much as how many there are: courses in the evening or at home miss women who work part-time and on site. And because worry is low, information about how jobs are changing is part of the task.

[22] Revelio Labs workforce profiles via WRDS; own analysis. Role labels are matched by keyword; the office group includes finance associate professionals, where moves into data roles are more common.
[23] Statistik Austria, labour force survey 2025; own calculations.

CHAPTER 05

05

Is it already happening?

Not yet as a jobs shock, but the first signals are there: office unemployment has risen faster than overall and office jobs are advertised less often. What Austria's data show, and what research elsewhere has found.

Not as a jobs shock: employment in women's office jobs has not fallen measurably. But registered unemployment in office occupations has risen faster than overall since 2022, vacancies have fallen faster, and office jobs are a shrinking share of online job ads. These are the indicators to watch.

+27% vs +20%	7.7 vs 4.8	+57%	3.2% → 2.3%
registered unemployed women: office occupations vs all, 2022–2025	unemployed per registered vacancy: office vs all occupations, Jan–Apr 2026	unemployed women bookkeepers, 2022–2025	office jobs' share of LinkedIn ads in Austria, 2024 → 2026

5.1 Five indicators, read in order

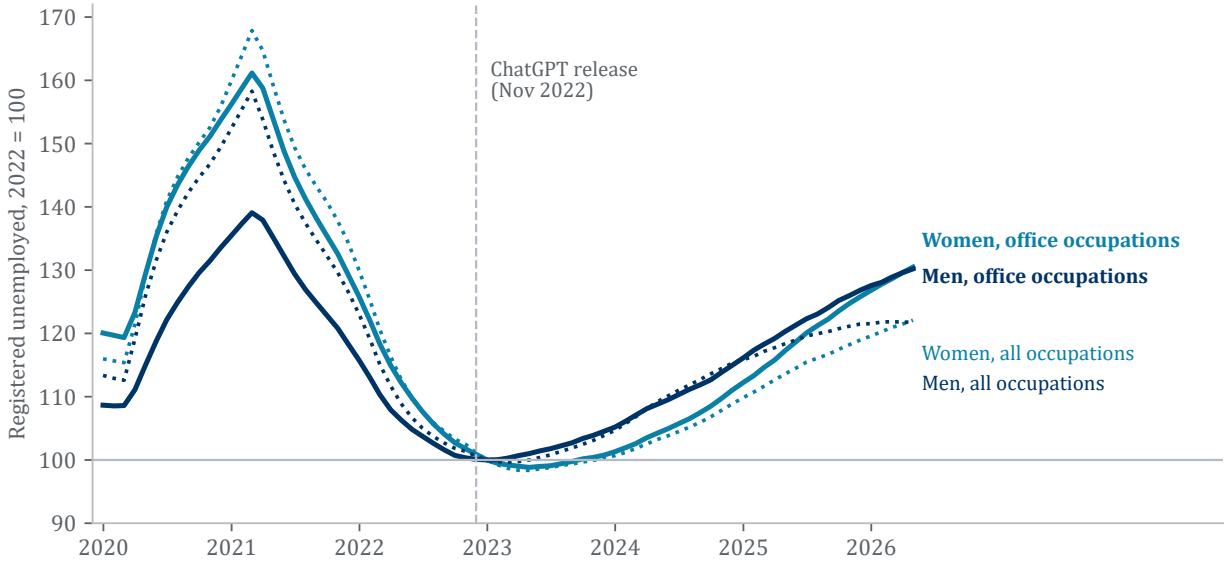
Whether generative AI is already changing women's office work cannot be read from a single number. We use five indicators that move at different speeds. Online *job ads* and registered *vacancies* show what employers look for, and *hiring* in online career data shows who starts a new job and at what level; these should move first. *Registered unemployment* at the AMS counts people looking for work in an occupation. *Employment*, from the labour force survey, moves last, because firms tend to stop hiring before they let people go. None of these indicators can by itself separate the effect of AI from the business cycle, and the period since 2022 includes a recession.

5.2 Registered unemployment: office jobs first

Between 2022 and 2025, registered unemployment rose for everyone, but faster in office occupations. Among women, the number of registered unemployed in eight AMS occupations that correspond to exposed office work grew by 27%, against 20% for all unemployed women.

Office unemployment has risen faster than overall since 2022

Registered unemployed, 12-month moving average, 100 = average of 2022, to April 2026



Source: AMS open data (data.gv.at). Office = AMS codes 7801, 7841, 7821, 7831, 7701, 7785, 7787, 7101. The period includes a recession.

How to read the chart. The value 100 is the average number of registered unemployed in each group over the calendar year 2022. Each point shows the average of the preceding twelve months, which smooths out

seasonal swings; a value of 130 means 30% more registered unemployed than in 2022 on average. The dashed line marks the release of ChatGPT in November 2022. It is a point of orientation, not the start of the index.

The office group runs from commercial clerks and secretaries to bookkeepers, payroll clerks and public-administration clerks. Among women, the average number of registered unemployed in these occupations grew from about 14,000 in 2022 to 17,800 in 2025; among men the increase was 28%, against 22% for all unemployed men. In January to April 2026, office unemployment among women was 30% above the same months of 2022, against 21% overall. Unemployed women bookkeepers increased by 57% (from about 960 to 1,500), payroll clerks by 40%.[24]

At the same time, registered vacancies in these occupations fell by 45% between 2022 and 2025, more than the 37% fall across all occupations. The number of registered unemployed per registered vacancy in office occupations rose from 2.7 in 2022 to 6.3 in 2025 and 7.7 in early 2026; across all occupations it rose from 2.1 to 4.1 and 4.8.

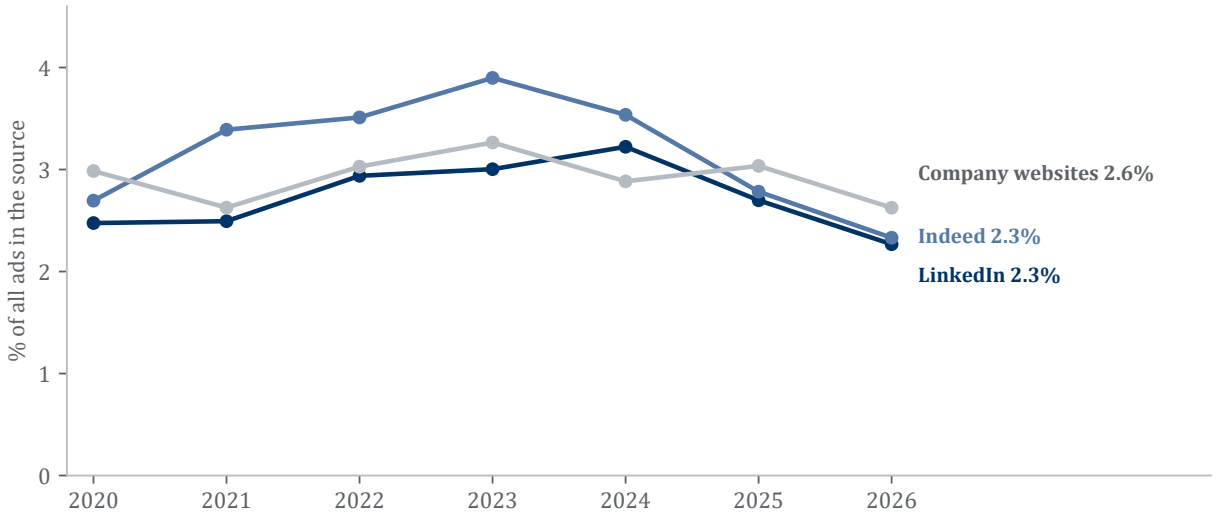
These numbers need careful reading. Compared with 2019, before the pandemic, office unemployment is only slightly higher (women +6%, all women +3%). Registered vacancies cover only part of the market, and the period includes a recession. The signal is consistent with an early effect of automation in office work, but also with cyclical hiring freezes in administration. It is an early warning, not proof.

5.3 Job ads: fewer office jobs, and the ones that remain ask for AI

Job ads show the demand side of the change first. In the millions of Austrian job ads we analysed, office jobs are a shrinking share of what employers advertise. Within each source, ads for the three office and finance job families made up 3.2% of LinkedIn ads in Austria in 2024, 2.7% in 2025 and 2.3% in January to September 2026; on Indeed 3.5%, 2.8% and 2.3%. On company websites the decline is smaller (2.9%, 3.0%, 2.6%). Together with the AMS vacancy data, this points to weaker demand for office staff since 2024.[25]

Office jobs' share of job ads has fallen since 2024

Ads for the three office and finance job families as % of all ads, by source; 2026 = January to September



Source: Revelio Labs Austrian job postings (October 2026 extract). Ads are not vacancies.

[24] AMS open data (data.gv.at), registered unemployed by occupation and sex and registered vacancies by occupation, January 2019 to April 2026; own calculations. The office group comprises AMS occupations 7801, 7841, 7821, 7831, 7701, 7785, 7787 and 7101.

[25] Revelio Labs Austrian job postings and workforce profiles via Wharton Research Data Services, October 2026 extract; own analysis. Ads are not vacancies, and shares are compared only within each source. Profiles are updated with a delay, so the most recent years of hiring are incomplete.

The office ads that remain ask for more. In 2023, about one in 600 office and administration ads asked for AI skills; in 2026, one in 30 (chapter 4). And the requirement is attached to responsibility: ads for management roles ask for AI skills about one time in five, entry-level ads about one time in 46. Fewer office jobs are advertised, and the remaining ones increasingly combine the work that is left after AI with the skill to use it.

Hiring data from online profiles show a slower trend rather than a break. The share of women's new jobs that go into the three office and finance job families fell gradually, from 10.2% in 2016 to 8.5% in 2025, a decline that began well before generative AI. Within office hiring, the share of entry-level starts fell from about 80% to 73% for women and from 76% to 62% for men. So far there is no sudden drop like the decline in young workers' employment documented in US payroll data, but entry-level hiring is the indicator most worth watching.

5.4 Employment has not fallen yet: the window to prepare is now

About 381,000 women worked in the three office and finance job families in 2025, compared with 387,000 in 2022. Their share of all employed women was 17.8% in 2025, slightly below 18.5% in 2022 and within its usual range. Quarterly figures up to mid-2026 show no break. Whatever generative AI has changed so far, it has not yet reduced the number of women in these jobs in a way the survey can detect.[26]

This is the expected order: firms usually stop hiring before they let people go, so employment moves last. Taken together, the indicators in this chapter describe a labour market in which the demand for office work has started to weaken while the jobs themselves still exist. That is the window for preparing. Generative AI is already used by 30% of Austrian firms with ten or more employees and the first indicators have deteriorated faster than average, but the women concerned are still in work, with employers who can retrain and redeploy them.

5.5 What studies elsewhere show

There are no causal estimates yet of how generative AI affects jobs in Austria. Studies from other countries cannot show what will happen here, but they are useful examples of where effects appear first. Two are widely cited.

The first examines a single firm. When a large software company gave its customer-support agents an AI assistant, introduced step by step, the agents who had it resolved about 15% more customer issues per hour on average. The gains were largest for less experienced agents and small for the most experienced ones.[27] It is an example of the effect inside a job: the same people do more, because the routine part of the work is done faster.

The second uses the payroll records of millions of US workers. Since generative AI became widely available in late 2022, employment of young workers aged 22 to 25 in the occupations most exposed to AI has fallen behind that of their peers in less exposed occupations; by mid-2026 it was about 19% below where it would have been had it kept pace. Older, more experienced workers in the same occupations show no comparable decline.[28]

Both studies describe the United States in a specific period and are indicative, not estimates for Austria. Together they suggest where to look: productivity inside jobs first, and the entry of young people into

[26] Statistik Austria, labour force survey, annual 2011–2025 and quarterly to mid-2026; own calculations.

[27] Brynjolfsson, Li and Raymond (2025).

[28] Brynjolfsson, Chandar and Chen (2026), version of August 2026.

exposed occupations. That is why this chapter follows entry-level hiring, and why the monitor proposed in chapter 6 includes it.

WHAT THIS MEANS FOR POLICY

What we found. Employment in women's office jobs has not fallen: about 381,000 women worked in the three office and finance job families in 2025, against 387,000 in 2022. But the indicators that should move first are moving. Between 2022 and 2025, registered unemployment among women in office occupations rose by 27%, against 20% for all women, and by 57% among women bookkeepers. Registered vacancies in office occupations fell by 45%; in early 2026 there were 7.7 registered unemployed per vacancy, against 4.8 across all occupations. Office jobs' share of LinkedIn ads fell from 3.2% in 2024 to 2.3% in 2026. Entry-level hiring into office work has eased slowly, without a sudden break.

What it means. Austria is at an early stage. The signals fit a first effect of automation in office work, but also a cyclical downturn, and the data cannot yet separate the two. What they show is a direction: the indicators move in the order one would expect if generative AI reduced the demand for office work. If the pattern seen in the United States holds, the next change will show up among young people entering office careers rather than among experienced staff, which is harder to see in the statistics.

Why it matters for decisions. Waiting until employment falls means acting after the window has closed. The data needed to watch this transition already exist and are updated monthly or quarterly. Decisions about when to scale up support can therefore be tied to indicators and thresholds agreed in advance, rather than to the next budget cycle or to visible job losses.

CHAPTER 06

06

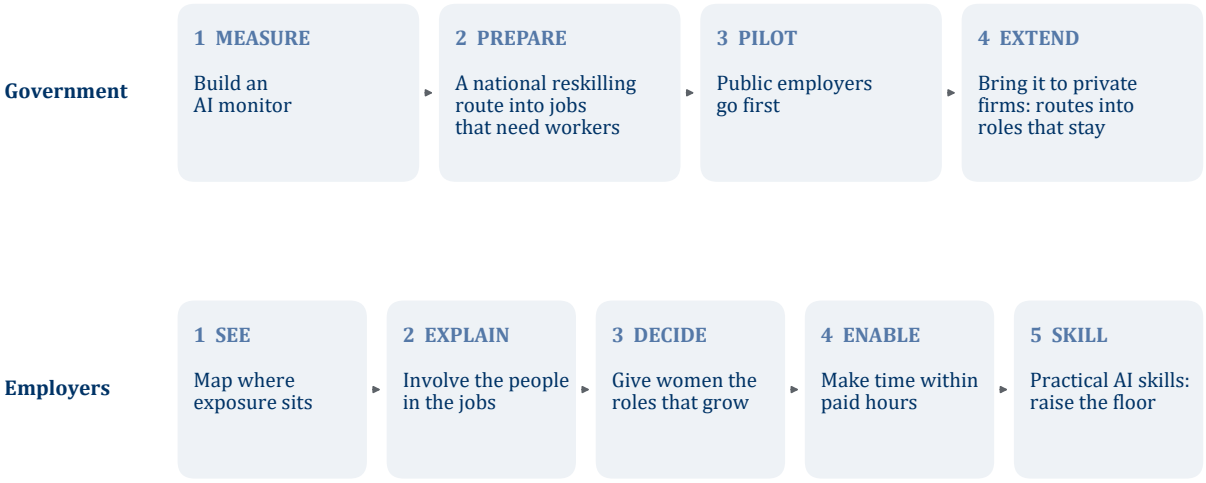
Two action plans.

Four steps for government and five for employers: who could act, what they would do, how progress would show and what success would look like.

The findings point to a clear sequence of action, for government and for employers. Each step names who could act, what they would do, how progress would show and what success would look like.

Two action plans, built step by step

Each plan starts by measuring. Government prepares the ground; employers change the jobs.



Steps are numbered in the suggested order. Public employers test all employer steps on their own staff.

Government prepares the ground. It should first build an AI monitor, then a reskilling route into jobs that need workers, test the approach as an employer itself, and finally carry what it has learned into private firms by opening routes into the office roles that stay. The monitor tells policy when and where to act; the reskilling route opens a way into jobs that need workers for those who have to move.

Employers change the jobs. They should first see where exposure sits in their own workforce, then explain the change to the people concerned, give the growing responsibilities to those who did the work, make time to learn within paid hours and build practical AI skills. Who receives the growing responsibilities decides who gains from AI in the office.

WHAT GOVERNMENT CAN DO

01

GOVERNMENT · STEP 1 OF 4 · MEASURE

Build an AI monitor: exposure, talent and AI skills

You can only steer what you can see. The information needed to follow this transition exists in Austria, but it is spread across institutions and published at different times, and nobody brings it together. We propose a national AI monitor that measures three things, each by sex, occupation and region, and gives government, social partners and employers a shared basis for decisions, neither alarm nor all-clear:

- **Exposure: who could be affected.** Which jobs generative AI reaches and who holds them, from the labour force survey and an exposure index updated as AI capability grows; every quarter, the early signals of chapter 5: unemployment, vacancies, job ads and entry-level hiring in exposed occupations.
- **Talent: who builds and uses AI.** How many people work in AI jobs and how many of them are women, and how often job ads ask for AI skills, building on *Austria's AI Workforce* and the job-ad analysis in this report.
- **AI skills and education: who is prepared.** AI use and skills of employees from the ICT surveys, participation in AI training by occupation and working time, and graduates of AI-related programmes.
- **Trigger points and review.** Thresholds on the quarterly indicators at which the reskilling route of step 2 expands automatically; an independent research group checks data and methods each year.

Other countries already monitor parts of this. Germany's labour ministry has run an AI observatory (*KI-Observatorium*) since 2020 to follow the effects of AI on work. Singapore's skills agency SkillsFuture publishes a yearly report on the skills employers demand, based on job ads, including generative-AI skills. In the United States, the 2025 AI Action Plan tasks the Department of Labor with an AI Workforce Research Hub that uses official statistics to track AI's effects on jobs.[29] Austria does not start from zero: the federal action plan for AI skills foresees an AI monitor at the Federal Chancellery and an AI Skills Dashboard with quarterly updates, into which all three parts could be built.[30]

Who could act	What they would do	How progress would show	What success looks like
Federal Chancellery, with the labour ministry	Commission the AI monitor as part of the planned KI-Monitor and fund it for at least five years; name one office responsible for it; respond publicly to each annual report and say which programmes change as a result	Monitor commissioned and funded for several years; a published government response within three months of each annual report	Decisions on programmes, budgets and trigger points explicitly refer to the monitor's figures
Statistik Austria	Publish yearly exposure tables from the labour force survey by sex, occupation, education, working time, industry and province; add AI use, AI skills and AI training from the ICT surveys, by sex and, where possible, occupation; give researchers access through the Austrian Micro Data Center	Tables released on a fixed date each year; microdata access granted for the monitor	Exposure and skills figures available within a year of data collection and comparable over time
AMS	Publish quarterly indicators for exposed office occupations by sex and province: registered unemployment, inflows, duration of unemployment, vacancies and jobseekers per vacancy; flag when an agreed threshold is crossed	Quarterly release on a fixed date, with the thresholds shown	Early warning within weeks, not years; regional offices can react before unemployment peaks
Research institutions (universities, economic research institutes)	Link survey, register and job-ad data; update the exposure index as AI capability grows; measure AI talent and AI skills in job ads and online profiles; evaluate steps 2 to 4 with comparison groups	Methods and code published; an independent review of data and methods each year	A monitor that is trusted across political camps and used by social partners and employers
Social partners	Agree the trigger points with government; interpret the results for their sectors and collective agreements; bring the findings to works councils and employer associations	Trigger points agreed and published; a short brief for each sector every year	Thresholds lead to action without new negotiations

[29] BMAS, Denkfabrik Digitale Arbeitsgesellschaft: KI-Observatorium; SkillsFuture Singapore, Skills Demand for the Future Economy (annual); The White House (2025), America's AI Action Plan, and US Department of Labor, AI Workforce Research Hub.

[30] Bundeskanzleramt (2026), AI Skills Austria – Aktionsplan KI-Kompetenzen für Österreich. The AI monitor is listed as planned for 2026.

02

GOVERNMENT · STEP 2 OF 4 · PREPARE

A national reskilling route into jobs that need workers

The data are clear, and policy should be too: exposed office work has too many jobseekers, and barely exposed jobs have too few workers. In 2025, AMS counted 0.5 registered unemployed per registered vacancy for registered nurses, 1.1 for electricians, 2.0 for care and nursing assistants and 2.3 for educators, against 4.8 for commercial office clerks and 20.8 for general office occupations. Austria should build a national reskilling route from one side of this divide to the other, before office jobs disappear, not after.

The route would have five features. It would be **broad**: nursing and care, but also education and the technical trades. It would be **open to women and men alike**: men leaving shrinking office, administrative or industrial jobs are a large, untapped pool for care, and women should not be the only ones expected to move into care, or be kept out of the trades. It would be **open before unemployment**, for example through the Weiterbildungszeit and Weiterbildungsteilzeit introduced in 2026.[31] It would be **triggered by the monitor**: when office indicators cross agreed thresholds, places and stipends expand automatically. And it would be **measured by outcomes** (completed training, employment after one year and pay compared with the old job), because a move into care is only a good outcome if care work pays and can be sustained.

One example. For nursing and care, Austria already has such a route: the AMS Pflegestipendium pays at least €55 a day in 2026 to unemployed people and people on leave from their employer who train for at least 25 hours a week.[32] In AMS implacement foundations, firms that need staff select jobseekers and co-finance their training.[33]

Who could act	What they would do	How progress would show	What success looks like
Federal government (labour ministry)	Set up the route as a national programme with funding for at least five years; set common rules for stipends, for employed participants and for the recognition of prior experience; link the budget to the monitor's trigger points	Programme decided; budget fixed for several years; trigger rules published	The route exists before office unemployment peaks, and its size follows the monitor rather than the budget cycle
AMS	Counsel office jobseekers and employees at risk about shortage occupations, including pay and working conditions there; select participants; pay stipends; finance training places; reserve part of the Weiterbildungszeit budget for exposed occupations (proposal); follow participants for a year after training	Entries into training, completions and jobs one year later, by previous occupation, sex and working time	Former office workers are a visible share of entrants, and most work in the new occupation a year later
Länder and regional employment funds (e.g. waff in Vienna)	Co-finance places; align offers with regional shortage lists and care needs; offer training close to home, including in rural districts, and with childcare	Training places and participants, by province and district	An offer in every province, reachable from small towns and villages, not only in cities
Arbeiterkammer and trade unions	Inform members in exposed jobs early; advise on stipends, rights, pay and the Weiterbildungszeit; support works councils in negotiating release from work for training	Counselling cases from exposed occupations; agreements on release for training	People move while still employed, without losing income during training
Wirtschaftskammer, industry clusters, employers in shortage occupations	Co-design curricula; offer practical placements and mentors; commit to hiring graduates, as in implacement foundations; offer part-time and flexible shifts for career changers	Hiring commitments; placements offered; graduates hired	Employment in the new occupation one year after training, at pay at least equal to the old job
Training providers (e.g. BFI, WIFI, schools for health and care professions, universities of applied sciences)	Offer short, modular courses that fit part-time work; recognise office experience, for example in administration, documentation and customer contact; combine online and on-site learning	Completion rates, by working time and previous occupation	Part-time participants complete as often as full-time participants; courses are shorter for people with relevant experience

[31] AMS (2026), Weiterbildungszeit und Weiterbildungsteilzeit. There is no legal entitlement, an agreement with the employer is required, and the budget is capped.

[32] AMS (2026), Pflegestipendium.

[33] AMS (2026), Implacementstiftung (regional variants, e.g. Upper Austria).

03

GOVERNMENT · STEP 3 OF 4 · PILOT

Public employers go first

The state is the largest single employer of exposed women, and it can act on itself. Public administration employs about 66,500 highly exposed women, more than any other single industry; about 43,000 exposed women are civil servants or contract public employees. Federal, provincial and municipal employers can do directly what this plan asks of everyone else, and show whether it works. Going first means applying steps 1 and 2, and the employer steps that follow, in the public sector itself:

- **See and assign owners**: each large public employer maps its exposed roles and names a person responsible for acting on it, for example the head of human resources.
- **Introduce AI with the staff**: in a limited number of large administrative processes, with staff representatives (*Personalvertretung*) involved from the start.
- **Use retirements**: positions freed by retirements become development routes for exposed staff instead of being cut.
- **Open the reskilling route**: exposed public employees can use step 2, including moves into public shortage occupations in care, education and technical services.
- **Measure and publish**: service quality, workload, roles, pay and moves, every year.

Others have started with tools and skills. Since October 2025, all of Singapore's roughly 150,000 public officers must complete an AI literacy course, and about 80% have used the government's own AI assistant.[34] In the United Kingdom, the civil service's 2025 learning campaign asked every civil servant to take a short AI course, after its own research found that only 28% felt confident using AI at work.[35] The Austrian pilot would add what this report shows matters most: who takes on the new responsibilities, and at what pay.

Who could act	What they would do	How progress would show	What success looks like
Federal government (ministry responsible for the public service)	Select two or three large federal administrative processes with many exposed staff, for example case processing, accounting or citizen enquiries; launch pilots with a budget and a timetable; require every ministry to report once a year how many exposed roles it has, by sex, and what happened to them	Pilots decided and funded; first annual report on exposed roles published	Results on service quality, workload, roles and pay available within two years and used to plan the next wave
Länder, cities and municipalities (e.g. through the Städtebund and Gemeindebund)	Run their own pilots, for example in permits, social services or municipal accounting; share tools, job profiles and results on a common platform; let smaller municipalities join the pilots of larger ones	Number of participating administrations; shared materials published	Learning beyond the federal level; small municipalities can adopt what works without a project of their own
Heads of human resources in each organisation	Review exposure data once a year; plan a development route for each exposed role; use upcoming retirements to open positions for exposed staff; make sure part-time staff have the same access	Named owner; written development plan; positions opened to internal candidates	Exposed staff, women as often as men, move into growing roles, without involuntary pay losses
Staff representation and public-service unions (e.g. GÖD, younion)	Co-design the AI introduction and the development routes; agree on rules for workload, performance monitoring and the classification of new roles before the tools go live	Agreement in place before introduction; regular joint reviews	Staff accept and support the change; no new role is paid less than the old one
Verwaltungsakademie des Bundes and other public training institutions	Link AI training to the redesigned jobs and to the AI training portfolio of the federal action plan; offer short formats within working hours and for part-time staff; train managers to lead the change	Participation of exposed women, by working time; number of managers trained	Women in exposed jobs are trained within paid hours and can use the tools of their own administration
Research institutions	Evaluate service quality, workload, roles and pay independently, compared with administrations without a pilot; publish what did not work as well as what did	Evaluation design agreed before the start; results published	Other public and private employers adopt the approach on the basis of evidence

[34] Ministry of Digital Development and Information, Singapore (2025), reply to a parliamentary question on the adoption of AI tools in the public service, 5 November 2025.

[35] UK Civil Service (2025), One Big Thing 2025: AI for all, 14 October 2025.

04

GOVERNMENT · STEP 4 OF 4 · EXTEND

Bring it to private firms: routes into the office roles that stay, without pay cuts

Most exposed women work in private firms, often in small office teams. Step 4 carries what public employers have tested in step 3 into private firms, with government support. It is where government and employers meet: government provides funding, counselling and rules; firms open the positions.

Not every office job will shrink. The roles that review, decide and take responsibility are likely to stay and to gain value (chapter 3). For women who want to move within office work, the most realistic routes lead into accounting and Bilanzbuchhaltung, payroll, HR and purchasing, and into roles with supervisory responsibility. A Dutch field experiment found that showing job seekers realistic alternative occupations, with information on demand, improved employment and earnings for those searching in weak markets.[36] US sectoral programmes that combined occupational training with employer connections raised earnings mainly by opening access to better-paid jobs.[37]

Government can support firms in five ways:

- **Funded bridging courses** for employees who take on responsibilities in roles that stay. AMS already supports the training of employed people, currently mainly for older employees; this support could be opened explicitly to employees in exposed office jobs.[38]
- **Counselling for firms**, especially small ones, on how to redesign exposed office jobs. AMS already offers free counselling to firms on staff development, which could include a module on AI and office work.
- **Recognition in collective agreements**: social partners can classify the growing roles (review, exception handling, coordination) so that taking them on does not mean lower pay.
- **Pay protection** (new proposal): if a move into a new role starts at a lower pay grade, a temporary, publicly co-financed supplement could bridge the difference.
- **A tax incentive** (new proposal) for employers that can show completed internal moves out of highly exposed roles.

Who could act	What they would do	How progress would show	What success looks like
AMS	Career guidance for employed and unemployed office workers; recognition of prior experience; funding for bridging qualifications tied to vacancies; open training support for employed people to exposed office occupations (proposal); counselling for firms with a module on AI and office work	Moves supported; firms counselled, by firm size and province	Moves into roles that stay, with pay and hours checked after one year; small firms reached as well as large ones
Federal government	Examine pay protection and a tax incentive (new proposals): who would be eligible, what they would cost and how misuse can be avoided; test both in a limited pilot first	Feasibility study published; pilot decided	A decision based on evidence, with costs and effects known
Social partners	Classify the growing roles (review, exception handling, coordination) in collective agreements; conclude framework agreements on AI introduction that firms and works councils can adopt	Agreements concluded, by sector	Taking on review and coordination does not lower pay; small firms can use ready-made agreements
Employers	Advertise roles that stay internally first; release time for bridging courses; report internal moves out of highly exposed roles	Internal moves, by sex and working time	Women move into the roles that stay as often as men (see the employer plan that follows)
Training providers and professional bodies	Short bridging qualifications in accounting, Bilanzbuchhaltung, payroll, HR and purchasing, compatible with part-time work; credit for office experience; exams at times that suit working people	Completion rates, by working time	Certificates recognised by employers and in collective agreements

[36] Belot et al. (2025).

[37] Katz et al. (2022).

[38] AMS, Qualifizierungsförderung für Beschäftigte (federal guideline QBN); target groups and rates vary by province.

WHAT EMPLOYERS CAN DO

Most of the change happens inside firms. The five steps apply most directly to larger employers; small firms can take a simplified version, supported by the counselling in government step 4. The order matters: first see, then explain, then decide who gets the new work, then make time, then build the skills.

01

EMPLOYERS · STEP 1 OF 5 · SEE

See where exposure sits in your workforce

A firm cannot plan what it has not mapped. Many employers have a feeling that repetitive office, administration and finance work is exposed; few know how many people this concerns. The first step is a simple map. Take the exposed job families from this report (general office clerks, secretaries and assistants, finance and numerical clerks, and the other highly exposed occupations), match them to the firm's own job titles, and count the people and full-time equivalents in each. A heat map by department and job family is enough to start.

Illustrative example: an exposure heat map for one firm

Employees by department and job family. Fictitious firm with about 420 employees.

	General office clerks	Secretaries and assistants	Finance and numerical clerks	**Highly exposed, total**	of whom retire in 5 years	Other jobs
Finance and accounting	2	1	14	**17**	4	6
HR and payroll	3	2	5	**10**	2	4
Sales and customer service	9	3	2	**14**	3	38
Purchasing and logistics	6	1	3	**10**	3	52
Management office	2	6	1	**9**	3	5
Production	2	1	1	**4**	1	240
IT	1	0	0	**1**	0	14
Total	**25**	**14**	**26**	**65**	**16**	**359**

Fictitious figures for illustration only. Job families: the highly exposed office and finance occupations in this report (ILO 2025 index above 0.50).

The map becomes useful when it is combined with what the firm already knows: working hours and contract types, including temporary agency workers; on-site or remote work; upcoming retirements and natural turnover; and longer absences such as parental leave. A firm that knows how many of its exposed staff will retire within five years can plan the change without dismissals. Personal data need care: the map should work with aggregated, job-level information, comply with data protection law and be agreed with the works council, which has co-determination rights on personnel information systems.

Who could act	What they would do	How progress would show	What success looks like
Management and HR	Match the report's job families to the firm's job titles; count people and full-time equivalents by department, sex, working time and age; add retirements and turnover expected in the next five years; update the map once a year	Heat map exists, is discussed by management and is updated yearly	The firm knows its exposed workforce, and its natural turnover, before it introduces AI
Works council and data protection officer	Agree on which data are used, for what purpose and in which aggregation; make sure no individual can be identified; agree who may see the map	Works agreement in place	Trust: the map is used for planning, not for individual performance control
Wirtschaftskammer, social partners, AMS	Provide a simple template with the job families of this report and counselling for small firms (proposal); collect anonymous results by industry	Template available; small firms counselled	A small firm can draw its map in a day and compare it with its industry

02

EMPLOYERS · STEP 2 OF 5 · EXPLAIN

Explain the change to the people in the jobs

People can only shape a change they understand. Employees in exposed jobs are often left in the dark about how their work will change. They are then treated as a resource that management moves, retrains or replaces. The alternative is to explain, without fear messages, what this report shows: a job is a bundle of tasks. Generative AI can do or support some of them: drafting, summarising, routine matching of data. Others, such as dealing with people, exceptions, decisions and responsibility, remain human and may grow. Employees who understand the composition of their own job can see where AI can help, which tasks may shrink and what they could do instead.

Firms can make this concrete: a short task review of each exposed job, done together with the people who hold it, for example in the annual staff appraisal, and a simple way for employees to propose how their own job could change. Not everyone will act on this, but some will, and the change then starts from the people who know the work best. Chapter 4 shows why information matters: women in office jobs use generative AI less, rate their knowledge lower and see it less often as useful for their own job, but they are not more worried about it.

Who could act	What they would do	How progress would show	What success looks like
Managers and HR	Explain AI and the change in tasks openly, without fear messages; hold a task review with each employee in an exposed job, for example in the annual staff appraisal; record the agreed next steps	Share of exposed employees who had a task review, by working time	Employees can name which of their tasks will change and what they could do instead
Employees in exposed jobs	Analyse their own job task by task; try AI tools on their own tasks; propose how the job could change	Number of proposals from employees, and how many were implemented	Part of the redesign starts from the employees themselves
Works council	Co-organise the information; make sure it informs rather than frightens; schedule sessions at times that part-time and on-site staff can attend	Information sessions held, with participation by working time	Part-time staff are reached as well as full-time staff
Arbeiterkammer and trade unions	Provide information for employees on AI, task change and their rights, in plain language and also for small firms without a works council	Material available, downloaded and used in counselling	Employees know their options before decisions are made

03

EMPLOYERS · STEP 3 OF 5 · DECIDE

Give women the roles that grow

This is the step where the gains from AI are distributed. The most important finding for employers is not the exposure gap itself but what sits behind it: in the same office occupations, 13% of women but 28% of men hold a management or supervisory position. When generative AI absorbs routine preparation, the remaining human work (review, exception handling, coordination, decisions) becomes the core of the job (chapter 3). If these responsibilities stay where they are today, the gains from AI in office work will flow mainly to men.

An exposed job does not have to disappear; it can be redesigned. Exposure comes from the current mix of tasks, and that mix can change. Time freed by AI can be given new content instead of being cut. The people who hold these jobs know the firm, its customers and its processes, which makes them valuable for the work that grows. Which new tasks fit is specific to each firm. In one, an office clerk takes over key-account work and calls customers. In another, an assistant becomes responsible for the AI-supported process, checks its output and handles the cases it cannot. In a third, a finance clerk moves into controlling or supplier management. One distinction matters: routine checking (matching, copying, comparing) is exposed and will shrink. Judging whether an AI output is right, and taking responsibility for it, is the work that grows.

Employers introducing AI into administrative processes should therefore set out, together with staff and works councils, which tasks the tools take over, which responsibilities grow, and who will hold them. A simple rule: the people who did the work before get first access to the new responsibilities. Social partners can support this through framework agreements on AI introduction, and public funding for digitalisation projects can require such a workforce plan. OECD research on workplace AI, based partly on Austrian firms, associates training and worker consultation with better reported outcomes.[39]

Who could act	What they would do	How progress would show	What success looks like
Management	Decide with staff which tasks AI takes over and which responsibilities grow; redesign job profiles around review, exceptions and decisions; apply the first-access rule; report who receives the new responsibilities, by sex	A written workforce plan for each AI introduction	The share of women in roles with decision responsibility rises, by occupation
Works council	Negotiate a works agreement on AI introduction that includes the first-access rule, training before the change and a joint review after one year	Agreement concluded; review held	The people who did the work hold the new responsibilities
Social partners	Framework agreements on AI introduction; classify the new roles in collective agreements so that review and decision work is recognised	Agreements concluded, by sector	New roles are paid at least as well as the old ones
Public funders of digitalisation projects	Make a workforce plan a condition of funding (proposal); ask for a short report after one year on who took on which new tasks	Share of funded projects with a workforce plan and a follow-up report	Public money supports a fair introduction of AI

[39] OECD (2024), Using AI in the workplace.

04

EMPLOYERS · STEP 4 OF 5 · ENABLE

Make time: learning and development within paid hours

About 242,000 exposed women work part-time, and most work on site. They train less often than other workers. Offers that depend on evenings, weekends or home working will not reach them. The alternative is protected learning time within paid hours, in short modules that fit part-time schedules, with managers who can release staff and cover urgent work.

Development means more than attending a course. It includes trying out the new tasks from step 3 within paid hours: shadowing a colleague in controlling, taking over part of the customer contact, or running a small project on the AI-supported process. Canada's UPSKILL experiment, which combined a workplace needs assessment with training during working hours, improved skills and job performance, and found that employers' ability to release staff was the key constraint.[40] Austrian employers, AMS and regional employment funds can test similar packages for office staff, and should report who actually gets the time, not only who enrols.

Who could act	What they would do	How progress would show	What success looks like
Employers and managers	Protect learning and development time within paid hours, for example two hours a week during the change; cover urgent work; plan shadowing and job rotation into the growing tasks	Hours of learning and development per exposed employee, by working time	Part-time women take part as often as full-time staff
AMS and regional employment funds	Co-finance training and development for employed staff in exposed jobs (proposal), including replacement costs for small firms	Funded participants, by working time and firm size	Small firms can afford to release staff
Training providers	Short modules on site or during working hours, fitting part-time schedules; learning with the firm's own tools and cases	Modules offered and completed	Training fits around the job instead of after it
Works council	Monitor who gets the time, by sex, working time and job; raise it with management when exposed staff are left out	Annual report on participation	The time goes to those who are most exposed

[40] Gyarmati et al. (2014).

05

EMPLOYERS · STEP 5 OF 5 · SKILL

Build practical AI skills: raise the floor, not the ceiling

The goal is to raise the floor, not the ceiling. Women in office jobs list AI skills less than half as often as men (1.6% against 3.9%), use generative AI less and rate their knowledge lower, partly because fewer see it as useful in their own job and more cite a lack of knowledge. The answer is not to turn office workers into AI developers, and not another introductory course. It is to make every woman in an exposed job a skilled user of AI for her own tasks, through practice with the tools of the actual job, on real cases. The goal is neither to cling to tasks that will shrink nor to learn the tool that replaces the job, but to master exactly these tasks with AI: do them faster and better, judge when an output is wrong, and free time for the responsibilities in step 3.

Employers already have an obligation here. Since February 2025, the EU AI Act requires organisations that use AI systems to ensure that their staff have sufficient AI literacy.[41] The federal action plan for AI skills provides a national basic AI curriculum (KI-Basiscurriculum) that can serve as a common standard and as the basis for a recognised certificate, which would let women show the skill to employers. The government initiative "She goes AI" bundles offers to strengthen women in AI, from introductory workshops to networks and role models.[42] Employers provide the setting in which these skills are applied to real work.

The evidence on workplace training is encouraging but mixed. In a randomised experiment in Indian garment factories, a soft-skills training programme for female workers, held during working hours, raised productivity and retention; the firm earned a high return on the training, while wages barely changed.[43] Training can pay off, but it does not automatically benefit the people trained, which is why step 3 matters, and why outcomes need to be measured directly.

Who could act	What they would do	How progress would show	What success looks like
Employers	Job-specific AI training on real tasks, within paid hours; meet the AI literacy obligation of the AI Act; give staff access to approved AI tools so that they can practise	Workplace AI use and confidence, by sex	The gap in AI skills between women and men in office jobs closes
She goes AI and its partner networks	Low-threshold formats for women in office jobs, also outside cities; role models from office careers who use AI in their work	Participation of women from office jobs, by region	Women in exposed jobs see AI as useful for their own work
Adult education providers (e.g. WIFI, BFI, adult education centres)	Courses based on the national basic AI curriculum, with office-specific modules (correspondence, accounting, data entry, customer service), leading to a recognised certificate	Certificates issued, by sex and occupation	Employers recognise the certificate, and it appears in job ads
Federal Chancellery (action plan for AI skills)	Name women in exposed office jobs as a target group and track them in the AI Skills Dashboard (proposal); align the dashboard with the AI monitor of government step 1	Target group reported in the dashboard	Programmes reach the women this report identifies

[41] Regulation (EU) 2024/1689 (AI Act), Article 4; applicable since 2 February 2025.

[42] Bundeskanzleramt (2026), She goes AI.

[43] Adhvaryu, Kala and Nyshadham (2023).

How the two plans fit together

The two plans address different actors, but they only work together. Government can fund routes, set rules and act as an employer; only employers can change the jobs themselves. Five links connect the plans.

1. Shared data. The AI monitor (government step 1) and each firm's own map (employer step 1) measure the same thing at two levels. The monitor provides the reference: which job families are exposed, how demand for them develops and where AI skills are asked for. Firms use it to draw their own heat map, and their anonymous results, collected through the Wirtschaftskammer template, flow back into the monitor.

2. Moves inside and outside the firm. When a firm redesigns its exposed jobs (employer step 3), some people take on the growing responsibilities inside the firm. For others, the better route leads out of office work. The reskilling route (government step 2) is the path for them, and because it is open while people are still employed, a firm can plan such moves without dismissals.

3. Time and money for learning. Employers make time within paid hours (employer step 4); government co-finances it through the Weiterbildungszeit, AMS support for the training of employed people and the bridging courses of government step 4. Neither works without the other: without public money, small firms cannot release staff; without released time, public offers do not reach women who work part-time and on site.

4. The public sector as testing ground. Public employers (government step 3) apply all five employer steps to their own staff. They show what works, at what cost and with which effects on workload, roles and pay. Government step 4 then carries these results into private firms, through counselling, collective agreements and, where needed, pay protection.

5. Skills that count. The AI skills that employers build (employer step 5) only help if they can be shown and are recognised. A certificate based on the national basic AI curriculum links company training to the labour market, and the monitor shows whether the gap in AI skills between women and men closes.

The order matters. In the first year, the monitor and the firms' maps show where action is needed, the reskilling route is set up and the public pilots start. In the second and third years, the pilots are evaluated and their results carried into private firms, while the trigger points of the monitor decide when the reskilling route expands.

Exposure is not destiny. What happens to the jobs of 487,000 women depends on decisions that can be taken now: on how Austria watches the change, on whether it builds routes into the jobs that need workers, and on who receives the responsibilities that grow when AI enters the office.

CHAPTER 07

07

About the data, appendix and references.

Sources, definitions, robustness checks and the literature behind the report.

About the data

Four rules apply throughout the report.

1. **Exposure measures tasks, not job losses.** A high score means generative AI can perform or assist with many of an occupation's typical tasks. It is not the share of working time that will be automated, not a forecast of job losses, and not evidence that employers already use AI.
2. **"High exposure" is a convention.** We use the ILO's 2025 generative-AI index and call an occupation highly exposed if its score is above 0.50. The ILO's own categories and alternative cutoffs give the same picture (appendix A1 and A3).
3. **Three kinds of data, never merged.** Population figures come from Statistik Austria's labour force survey and AMS registers. Career, skill and job-ad results come from Revelio Labs' online-profile and posting data, which are not representative. International research is cited for context, not as an Austrian estimate.
4. **Descriptive, not causal.** The report shows where exposure sits and what has changed. It does not estimate the effect of AI on jobs or wages.

Exposure measure

The ILO's 2025 generative-AI exposure index (Gmyrek et al. 2025) rates 3,265 tasks across 427 detailed occupations of the international occupation classification on a 0–1 scale, where 0 means the task cannot be automated and 1 means it could be done with generative AI without a human operator. The scores were produced by a language model (GPT-4o) that drew on a knowledge base of 52,558 worker ratings of 2,861 tasks, an expert survey and Delphi-style expert rounds. Austrian employment statistics report occupations at a coarser level, so each Austrian occupation group receives the unweighted mean of its detailed occupations. An occupation is highly exposed if this score is strictly above 0.50. The ILO's own exposure categories, which combine the mean task score with how evenly tasks are exposed, are mapped in the same way and used as a robustness check. Scores are held fixed over time, so changes over time reflect changes in where people work, not in AI capability. The exposure score is the same for everyone in an occupation; differences in tasks between women and men in the same job are not captured. The three office and finance job families correspond to five ISCO-08 groups: 411, 412, 431, 334 and 331.

AI capability

Task-length estimates come from METR's Time Horizon 1.1 data file (frontier models only, accessed 31 October 2026). The time horizon is the length of software task, measured in the working time a skilled person needs, that a model completes with 50% success. The task suite covers software engineering, machine-learning and cybersecurity tasks. The doubling time of 129 days is fitted to frontier models released since 2023 with horizons up to 16 hours and matches METR's published estimate. METR has published no time horizon for models released in September 2026.

Population statistics

Employment figures come from Statistik Austria's labour force survey (Mikrozensus-Arbeitskräfteerhebung) via STATcube: annual 2011–2025 and quarterly 2021 to mid-2026. The population is employed persons living in Austria. Workplace and residence breakdowns are two views of the same population and must not be added. Shares refer to employment with a classified occupation (99.7% of employment). Counts are weighted survey estimates, rounded. Small cells carry Statistik Austria reliability flags; fine breakdowns such as provinces or single occupations by education should be read as broad patterns. The survey was redesigned in 2021, so comparisons across 2020/2021 are approximate. Separate cross-tabulations (for example by education and by working time) cannot be combined to describe people with several characteristics at once. Within-occupation comparisons (management position, non-formal training, part-time, tenure, age) use the same survey. Earnings come from the Verdienststrukturerhebung 2022 (median gross hourly earnings). The public-sector counts use the survey's industry classification, its status in employment and its place of work, respectively.

Registered labour market

AMS open data (data.gv.at) provide monthly stocks of registered unemployed and registered vacancies by AMS occupation and sex, from January 2019 to April 2026. The office group consists of eight AMS occupations chosen by title to correspond to exposed office work (AMS codes 7801, 7841, 7821, 7831, 7701, 7785, 7787, 7101). The index in chapter 5 divides the 12-month moving average by the average of calendar year 2022. For the chart of open jobs in chapter 3, the 67 AMS occupations with the most registered vacancies in 2025 (79% of all registered vacancies) were assigned by title to an ISCO occupation group and its ILO score. Registered vacancies cover only part of all vacancies; people in AMS training are not included in the unemployed stock.

Online profiles and job ads

Career and skill results use Revelio Labs data accessed through Wharton Research Data Services at WU Vienna, extracted in October 2026: about 2.2 million online profiles with 5 million Austrian job records. Gender is predicted from names; occupation and seniority are provider classifications. Online profiles over-represent younger, more educated and more urban workers and are not weighted to the population. Job-ad results use 6.2 million Austrian postings since 2018. Because sources were added over time, only shares within comparable sources are used for trends. Ads are not vacancies. These data are licensed to WU Vienna for non-commercial academic research; the report shows aggregate results only. For AI skills in job ads, we use 4.2 million cleaned ads with a workplace in Austria from January 2021 to September 2026. An ad counts if it requires or prefers AI skills, or expects openness to AI, not if it merely mentions AI (for example when a company describes its products). Our method uses 38 AI terms in five groups with exclusion rules, decides from the section of the ad and typical cues in the sentence, and was checked on about 2,000 matches with fewer than 2% false hits. Trends over time use LinkedIn ads only, because the other sources change in composition. AI skills on profiles are identified by matching listed skills against a list of AI terms (for example artificial intelligence, machine learning, ChatGPT, Copilot, generative AI, large language models, prompt engineering). Figures on women in AI jobs come from our analysis of Austria's AI workforce (Schumacher, Schumacher and Tihanyi 2026).

Survey on AI use

Figures on generative-AI use, knowledge, interest and worries come from Statistik Austria's ICT household surveys (2024, 2025), as published by Statistik Austria and summarised in Bergmann et al. (2026). They cover the population aged 16 and over, not only the employed. Firm-level AI use comes from Statistik Austria's survey on ICT use in enterprises 2025 (firms with ten or more employees).

What the report does not do

It does not estimate the causal effect of AI on employment, wages or careers; it does not forecast job losses; it does not measure actual AI use inside Austrian firms; and it does not test why women and men end up in different jobs. Detailed occupation tables, code lists and robustness checks are documented in the accompanying technical report. All analysis code and aggregate result tables are archived with the project; individual-level licensed data are not distributed.

Use of AI tools

We used AI tools to support the data analysis, programming, literature search, drafting and layout of this report. All analyses, figures and text were checked by the authors, who are responsible for the content of this report.

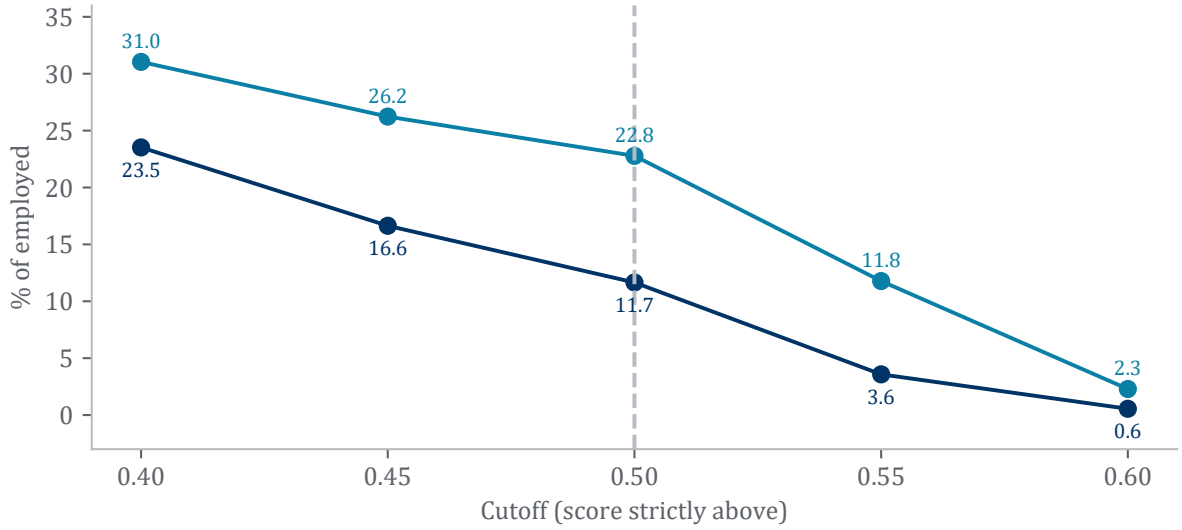
Appendix

A1 Alternative cutoffs

Wherever the line between "high" and "lower" exposure is drawn, women's share is above men's. At a cutoff of 0.40, 31.0% of women and 23.5% of men are above the line; at 0.50, the report's main cutoff, 22.8% and 11.7%; at 0.55, 11.8% and 3.6%; at 0.60, 2.3% and 0.6%. The ratio rises with the cutoff because the most exposed occupations are the most female. The main cutoff was fixed before these comparisons; the report does not select the largest ratio.

Women are more exposed at every cutoff

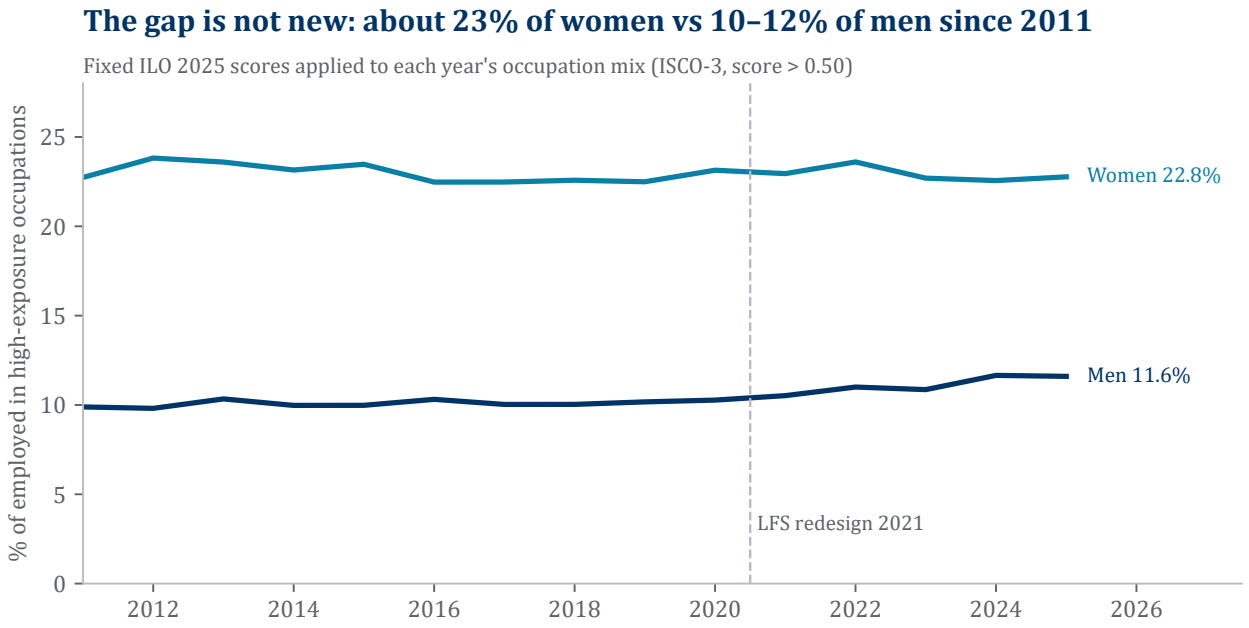
High-exposure share of employed women (blue) and men (dark blue) under alternative cutoffs, 2025



Source: Statistik Austria LFS 2025 × ILO 2025

A2 The gap existed before generative AI

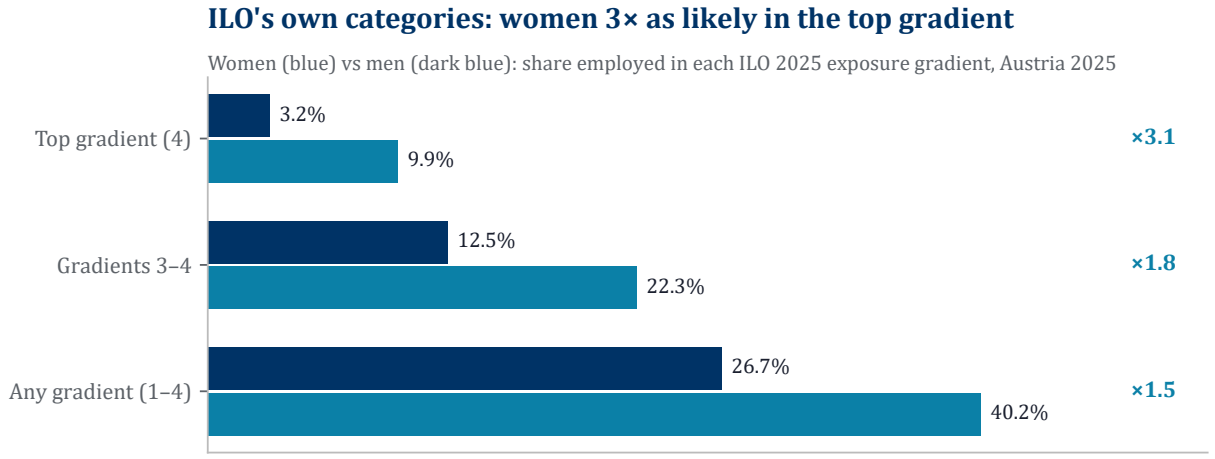
Applying the same 2025 scores to each year's occupation mix shows that the occupational split behind the gap is long-standing. Since 2011, women's share in highly exposed occupations has stayed between 22.5% and 23.8% every year; men's share rose slowly from 9.9% to 11.6%, mainly because IT jobs grew. Because the scores are fixed, this chart shows where women and men work, not how AI capability changed.



Source: Statistik Austria LFS (STATcube, annual 2011–2025) × ILO 2025. Own calculations

A3 The ILO's own exposure categories

The ILO groups occupations into four exposure categories ("gradients") that combine the average task score with how evenly a job's tasks are exposed. Applied to Austrian employment, they confirm the gap and sharpen it at the top. In the highest category, women outnumber men almost three to one: 9.9% of employed women against 3.2% of men, about 212,000 women and 76,000 men. This category contains the core office jobs: general office clerks, accounting and bookkeeping clerks, payroll clerks, and statistical, finance and insurance clerks. In the two highest categories together the shares are 22.3% and 12.5%, almost identical to the report's main measure. Across all four exposed categories they are 40.2% and 26.7%.



Source: ILO WP140 (2025) gradients by ISCO-4, mapped to ISCO-3 with equal weights × Statistik Austria LFS 2025

A4 Other exposure measures give the same answer, with one exception

Other AI exposure measures use different scales: some run from 0 to 1, others are centred on zero. To compare them, each measure is put on the same footing: 0 is the average Austrian worker, and values show how far women's and men's average jobs lie above or below that average, in standard deviations of the measure across all workers. All language-oriented measures show women more exposed than the average worker and men less. A measure of image-generation capability reverses the order, weakly: it is the one family where men are more exposed.

Measure	Women	Men	Gap (women – men)
ILO 2025 (main measure)	+0.18	−0.16	+0.35
ILO 2023	+0.23	−0.21	+0.44
Eloundou et al. (β)	+0.17	−0.17	+0.34
Felten et al., language modelling	+0.26	−0.24	+0.50
Felten et al., AI in general (AIOE)	+0.19	−0.17	+0.35
Felten et al., image generation	−0.04	+0.04	−0.08

Employment-weighted means of occupation scores, Austria 2025, expressed as distance from the average worker in standard deviations. Raw means on each measure's own scale: ILO 2025 0.349 (women) and 0.300 (men).

Two newer measures from AI companies are not in the table, because they are built from how people use the companies' own AI assistants in the United States rather than from ratings of each occupation's tasks: Microsoft's AI applicability score (Tomlinson et al. 2025) and Anthropic's observed exposure (Massenkoff and McCrory 2026). Their published results point the same way: office and administrative support is among the occupation groups with the highest AI applicability, and the most exposed US workers are more likely to be women.

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About this report

A research report of WU Vienna. *Austria's women. AI Exposed.* is a research report of WU Vienna (Vienna University of Economics and Business), written by Christian Schumacher and Can Tihanyi (WU Vienna) and Andreas Schumacher (VTU Group). It is published for research and public information and has no commercial purpose. It continues the research programme behind *Austria's AI Workforce* (2026), published at stateofai.at.

Data use. Online-profile and job-ad data from Revelio Labs were accessed through Wharton Research Data Services under WU Vienna's academic licence and are used for non-commercial research only. The report publishes aggregate results only; no individual-level data are shown or passed on. Official statistics come from Statistik Austria (labour force survey via STATcube, earnings and ICT surveys) and from the AMS (open data on data.gv.at).

Suggested citation. Schumacher, C., Schumacher, A., Tihanyi, C. (2026). *Austria's women. AI Exposed.* Research report, WU Vienna, November 2026. stateofai.at

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