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Automation

Insight Report

Shaping the Future of Retail for Consumer Industries

A World Economic Forum project in collaboration with Accenture

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Retail Positions at Risk

30% - 50% of day-to-day operations

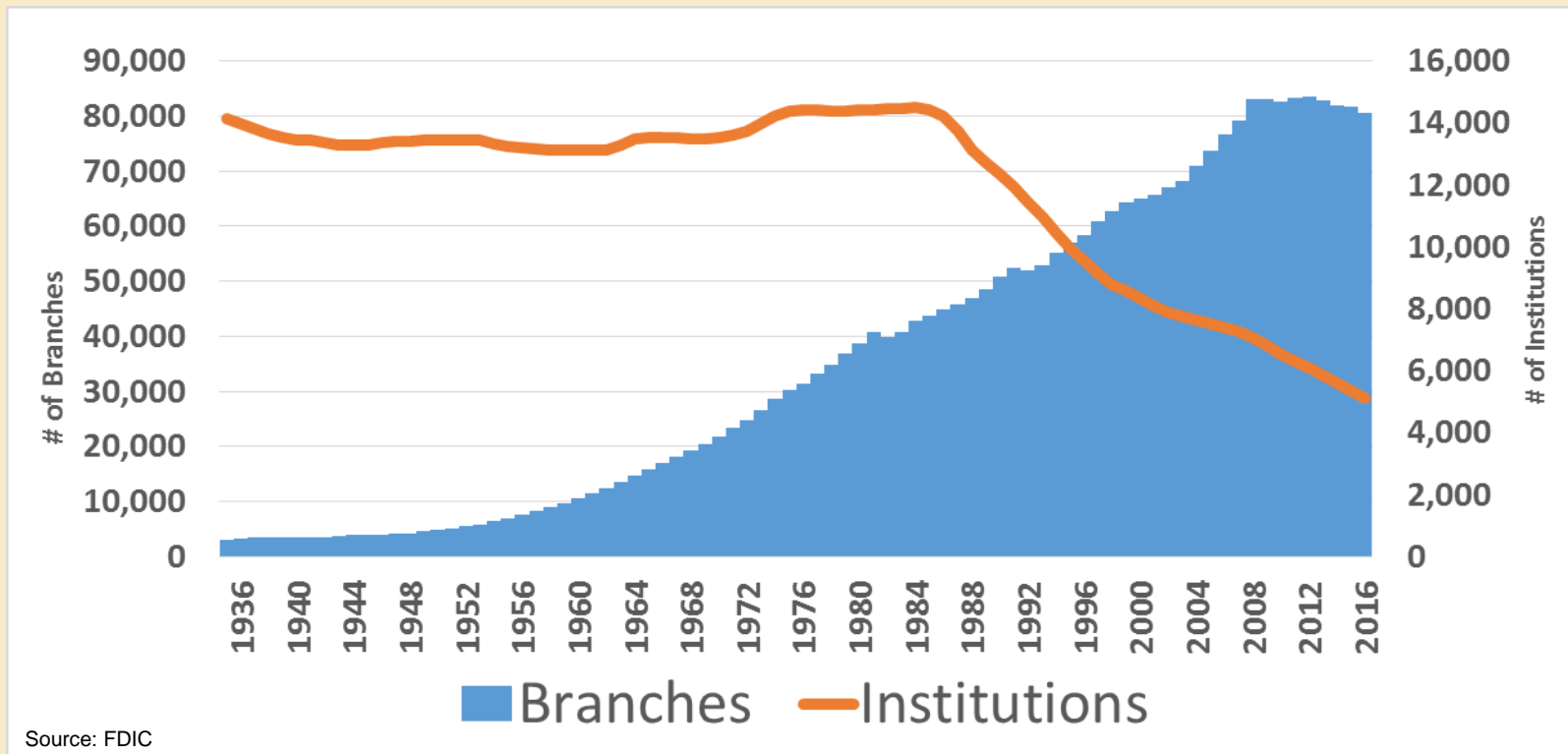
Figure 16: Oxford study – Number of retail workers at high risk (>.70) of computerization

Jobs	Probability of computerization (0-1)	Number of workers in retail trade sector 2014
Order Clerks	0.99	52,600
Parts Salesperson	0.98	167,300
Counter and Rental Clerks	0.97	87,900
Cashier	0.97	2,778,500
Retail Salesperson	0.92	4,189,800
Laborers and freight, stock, and material movers, hand	0.85	312,700
Total number of workers		7,588,800

Source: Frey and Osborne, "The Future of Employment: How Susceptible Are Jobs to Computerisation?" Oxford University, September 2013., BLS, 2014

**15% of the retail stores
are anticipated to close
over the next decade**

Number of Institutions and Branches are Declining



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