



# American Worker Survey — Financial Services (FS)

KPMG explored attitudes on automation, upskilling, and flexibility

## Optimism around AI continues to grow as adoption escalates

Most agree automation has **improved their professional abilities**

73% say they use automation tools at least once a week

66% say their firm emphasizes continuous learning about automation tools

FS

51%

FS

73%

FS

66%

US workforce

50%

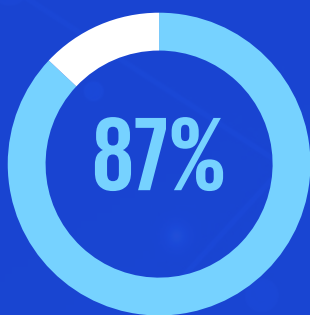
US workforce

69%

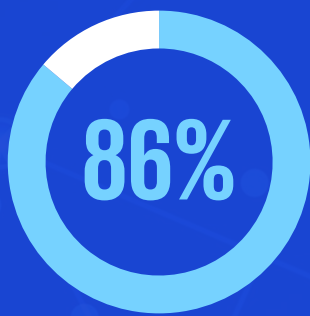
US workforce

62%

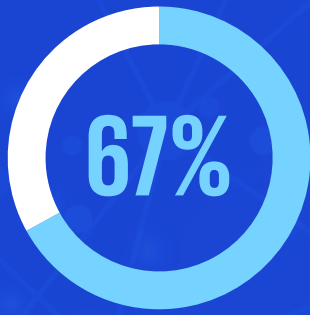
## FS employees expect flexibility — and see benefits of on-site work



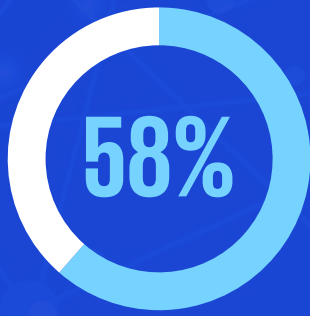
Remote work has helped employees **balance home and work** responsibilities



Manager trusts them to be productive when working remote

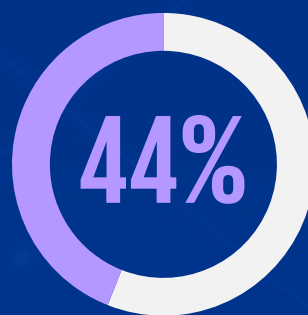


**Four-day (32-hour) work week:** 67% say they could accomplish the same amount in four days as they do in five



**Social aspects of working on-site** positively impact their sense of belonging

## Upskilling / reskilling can help enhance employee retention



44% of finance workers have **considered leaving** their company in the last year  
28% are actively looking for new roles

### Top reasons for leaving



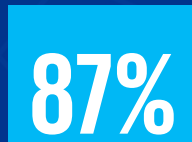
▶ Uncompetitive pay



▶ Work-life imbalance



▶ Feeling disrespected



FS employees say upskilling is important to their careers



Learning new skills is a top reason for staying in their current role

### Contact us

**Kelly DiCuffa**  
Advisory Managing Director, Financial Services  
kdicuffa@kpmg.com

Explore more in the full report  
[A new beginning](#)

