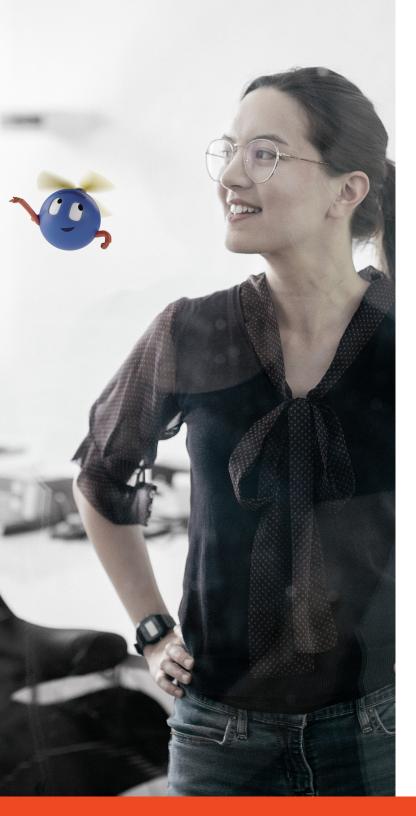


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Introduction

Welcome to UiPath 4th annual community industry report. In the past, this report was called "The State of the RPA Developer," and this year we expanded our audience to include anyone who works in software automation. So, we changed the title to reflect our new audience: "State of the Automation Professional."

Each year, we measure the pulse of automation professionals across the globe via a survey that includes both quantitative and qualitative questions. The goal is to understand and answer questions such as:

- How do automation professionals come into these roles? How does their day-to-day activity look like?
- How satisfied are automation professionals? What do they think about the future of their careers?
- How experienced are automation professionals, and how do they continue to learn?
- What does their tech stack look like? What impact does AI have?
- What do they think about UiPath products and our community?

This year, we also asked questions around AI to understand how automation professionals have integrated this into their daily work, and what's the impact of AI in the future.

While we encourage you to dig deeper into the findings, our high-level takeaways are that the automation industry is strong and it's continuing to mature and grow. Compared to the last year, automation professionals report increased levels of satisfaction and are feeling optimistic about the future.

A sincere thanks to the 1,639 professionals who participated this year across the globe from different industries. We couldn't have done this without you.

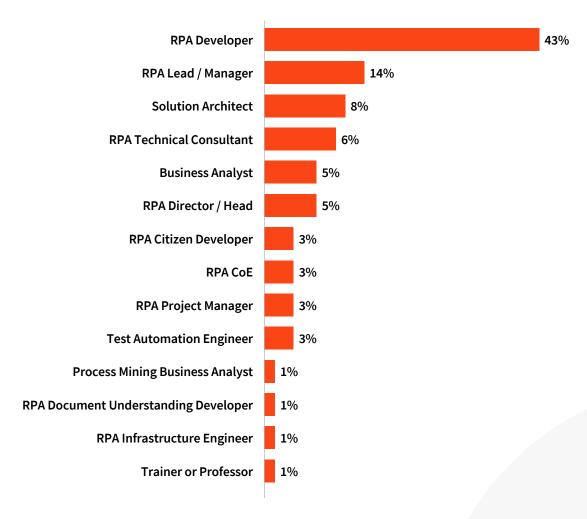
Methodology

This report is based on a global survey of 1639 automation professionals and students. Respondents were recruited primarily through channels owned by UiPath. The main sources accessed are blog posts, email lists, social media, and onsite messaging. The data collection started in March through May 2023.

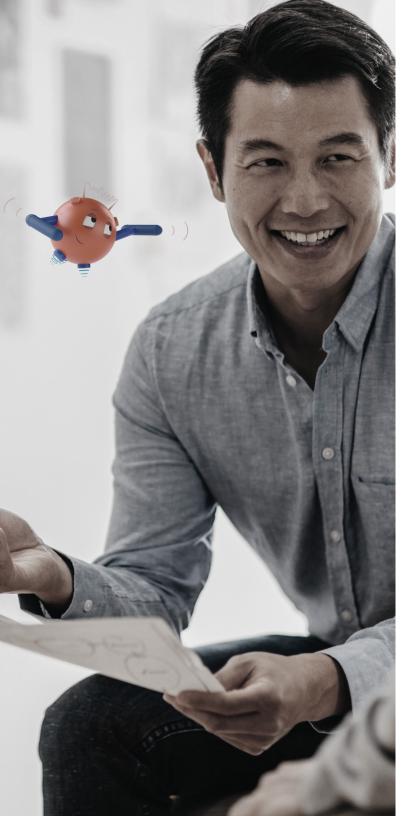
The UiPath Community is global, and we received responses from all regions. Asia-Pacific and Japan had the highest percentage of respondents, just like the previous years.

This year, we collected responses from automation professionals, which is a mix of those working as developers as well as those who have business roles, such as RPA leads and business analysts.

The job titles from all respondents include:



Note: Because of rounded figures some percentages throughout the report may not add up to 100%.



Key Findings

- Software automation is a stable industry: 68% of respondents report their company has increased the number of people working in software automation in the past 12 months. Only 4% of respondents reported being unemployed, down from 9% in 2022.
- The software automation industry is expected to grow: With the rise of artificial intelligence and the adoption of the capabilities that come with this, the automation space continues to grow. Automation professionals overwhelmingly (85%) think the industry has a high potential for growth and 88% believe their organization will hire in the next year.
- Millennials are core to the automation space: As we see each year, almost two-thirds of automation professionals are millennials. As with all generations, they focus on automating processes for several industries, most commonly for banking and financial services.
- Software automation as a discipline continues to mature: 63% of the automation developers who responded have at least three years' of experience compared to 52% in 2022. Organizations are moving from automating legacy processes and are starting to automate processes using AI-based tools.



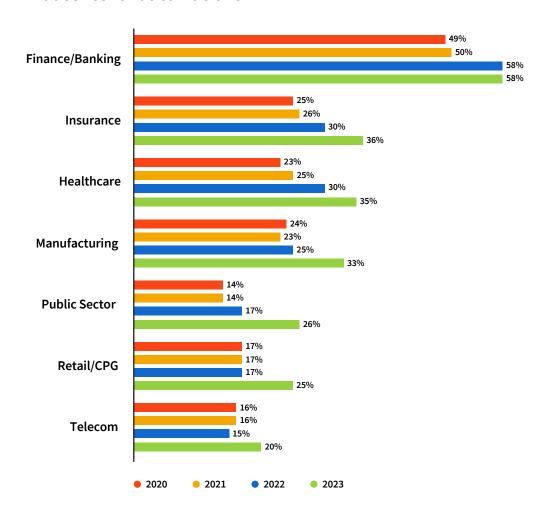
Key Findings

- Job satisfaction remains high: 97% of automation professionals are satisfied with their careers, including 66% who are very satisfied, which is the highest we've seen since starting this survey.
- Al is impacting how automation professionals work: In the last year, automation professionals have prepared for advances in AI, and now they are actively adopting it and seeing its impact on their work. 96% of developers believe AI will be important for their careers and are open to adopting it more extensively. 80% of professionals are thinking about incorporating AI capabilities into their automated processes.
- Automation is a good career for those who are new to the workforce as well as those coming from other fields: For the first time since we started this survey, almost half of the respondents report that their job as an automation professional is their first professional role. However, for those transitioning into this career from another role, 67% report it was easy to do and the data shows this is something that is becoming easier over time.
- Two of the most common UiPath products that the respondents are interested in are Al-powered: UiPath Studio product family, UiPath Al Center™, and UiPath Document Understanding are the top three products that automation professionals are interested in to building expertise around.

Trend Zone

Automation professionals are building automations for a wide-range of industries, most commonly for finance but also including insurance, healthcare and manufacturing.

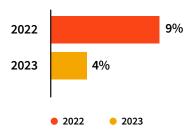
Industries for automations



Trend Zone

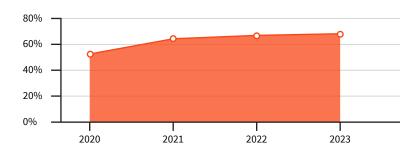
Pewer respondents report they were unemployed in 2023 compared to 2022.

Automation professionals who report they are unemployed



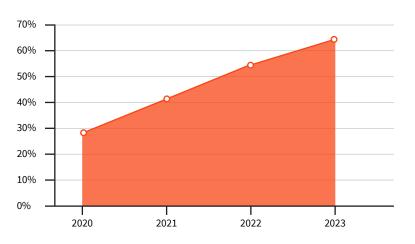
Automation professionals are continually "very satisfied" with their career each year.

Automation professionals who report they are very satisfied



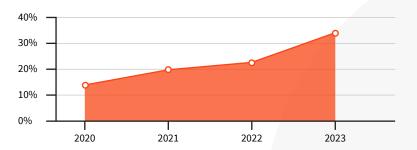
O3 Software automation developers are increasingly experienced.

Automation professionals with 3+ years of experience



05 Automation professionals increasingly want to stay in their current position.

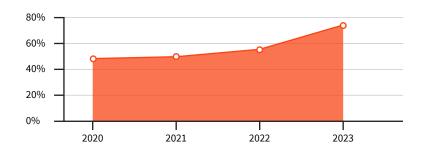
Automation professionals who want to stay in their current position



Trend Zone

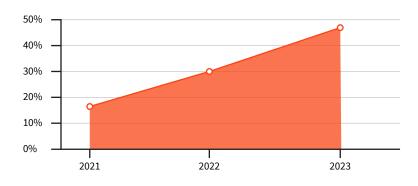
For those who are coming into software automation development, it's becoming increasingly easy to make the transition.

Automation professionals who report it is easy to transition into this career from another role



OS Software automation is becoming more mature within organizations.

Organizations that have been using automation for 5+ years



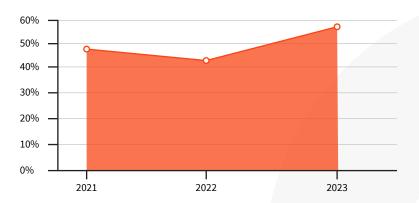
More respondents consider themselves to be a part of the UiPath Community.

Automation professionals who report they feel like they are part of the UiPath Community



This year, more respondents report it is easy to move their processes over to UiPath from another tool.

Automation professionals who report it is easy to move their automated processes to UiPath





Profile of Automation Professionals

Automation professionals come from a wide range of locations and backgrounds.

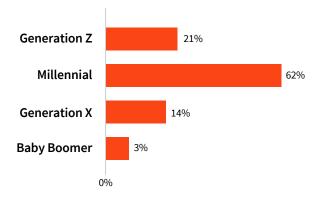
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Age

As we saw last year, two-thirds of automation professionals were millennials.

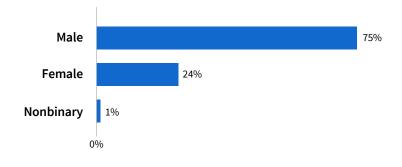
Q. What generation are you a part of?



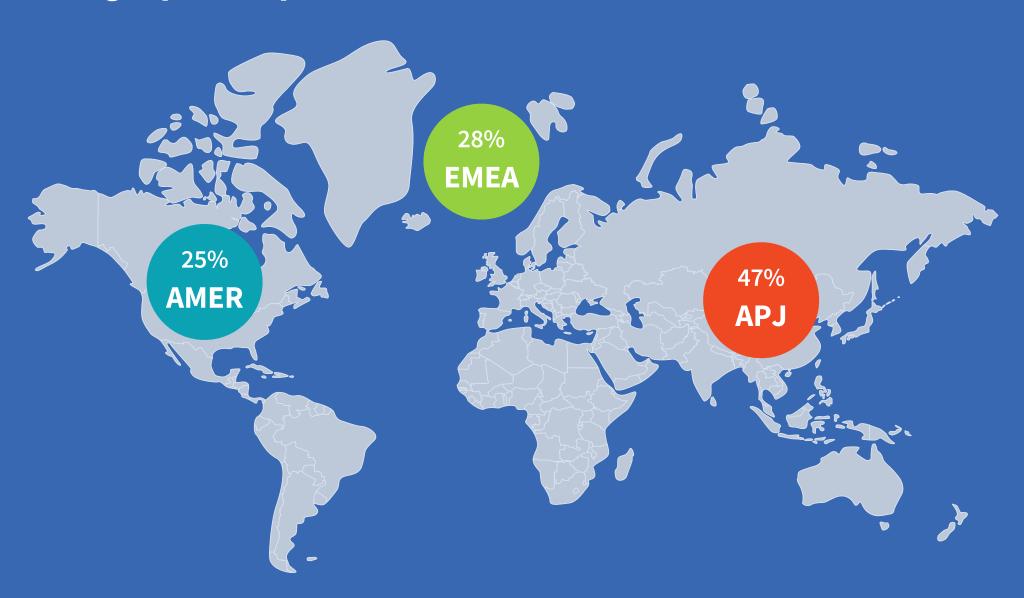
Gender

75% of automation professionals are male which is what we saw last year as well.

Q. What is your gender identity?



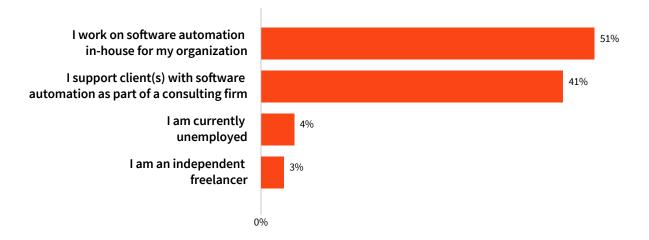
Geographical presence



Type of company

The majority of automation professionals work in-house for their organization.

Q. Which of the following best describes your current work situation?



Compared to last year, fewer respondents report they are unemployed

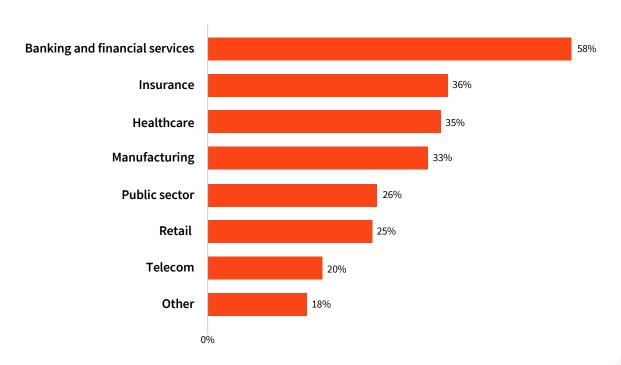
(9% in 2022 compared to 4% in 2023).



Industry Focus

Finance and banking continue to be the most common industries for which developers are building automations, but we are seeing year-over-year upticks in insurance, healthcare, manufacturing and the public sector.

Q. For what industry are you building automations?

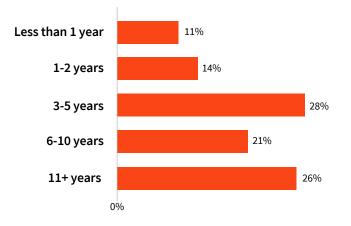


^{**}Answered by developers only.

Years of professional experience

As we see each year, those who work in automation range from newly employed to experienced.

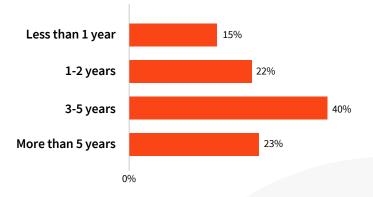
Q. How many years of work experience do you have?



Years of experience with automation development

Automation professionals are increasingly experienced. This year, 63% say they have at least 3 years of experience with software automation compared to 52% last year.

Q. How many years of experience do you have with developing and/or supporting software automation?





Growth of Software Automation and Job Satisfaction

Get insights into how organizations are staffing for automation, how they are deciding what to automate and how satisfied automation professionals are with their career.

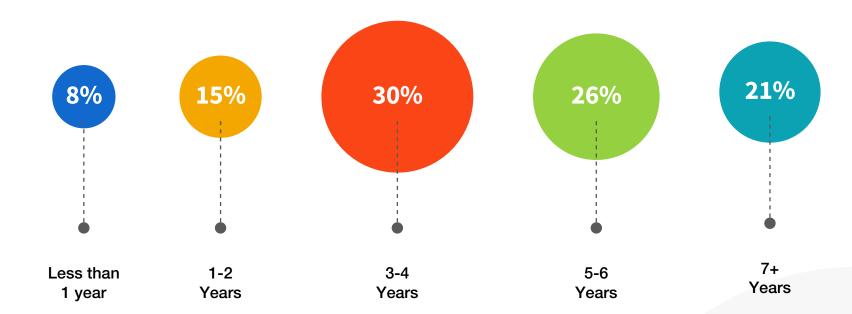


Automation is maturing in organizations.

Organization's experience with software automation

This year, 47% report their organization has used RPA for 5+ years compared to 30% last year.

Q. How many years has your organization been using software automation?

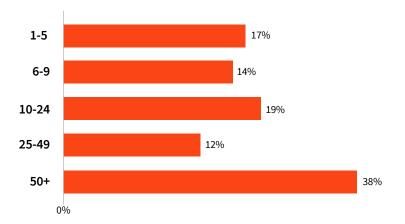


Size of automation teams.

Number of people who work in software automation

Half of the respondents report that at least 25 people are working in software automation in their organization.
Companies are evolving as new roles emerge in automation.

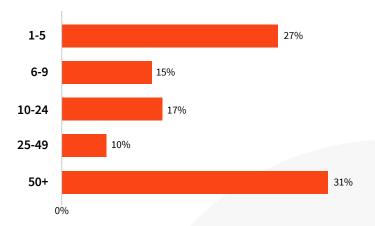
Q. How many people are working in software automation at your company?



Number of RPA developers

41% of respondents have at least 25 RPA developers at the company, which is similar to what was reported last year.

Q. More specifically, approximately how many RPA developers work at your company?

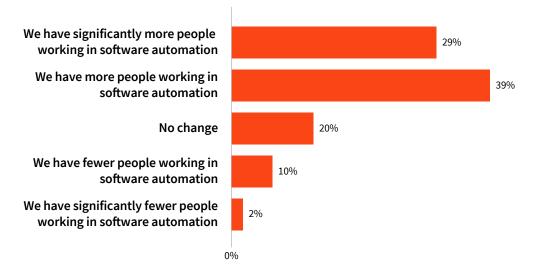


Automation teams grew last year – and the growth is expected to continue.

Team growth over the past 12 months

68% of respondents report their company has increased the number of people working in software automation in the past 12 months.

Q. How has the number of employees working in software automation at your company changed in the past 12 months?



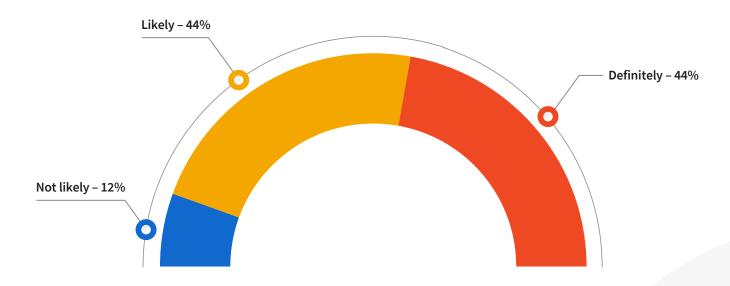
Automation teams grew last year — and the growth is expected to continue.

Probability of hiring

Not only do respondents report their software automation teams grew in size last year, but 88% believe their organization will hire additional automation professionals this year.



Do you expect your organization will hire more automation professionals in the next 12 months?

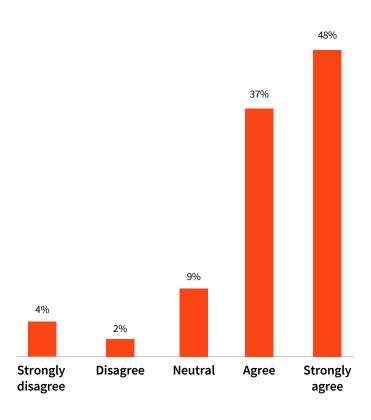


Automation is maturing in organizations.

Industry's growth potential

Software automation professionals overwhelmingly (85%) think the industry has a high potential for growth, which is similar to what was reported last year.

I think the software automation industry has a high potential for growth over the next 3 years.

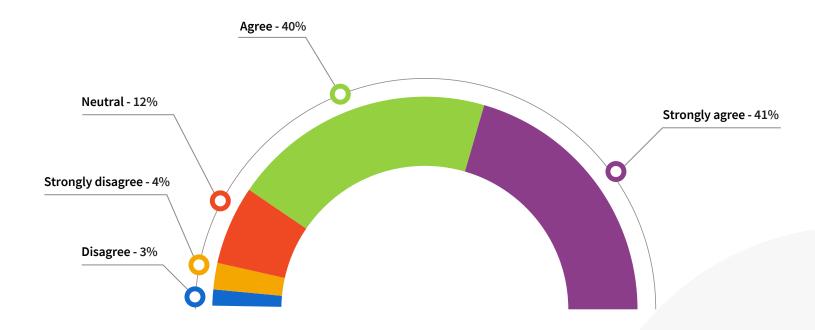


Automation professionals think their jobs will have a positive impact on their careers.

Career impact

Automation professionals continue to believe their job will have a positive impact on their next career move.

My job as an automation professional will have a positive impact on my next career move.



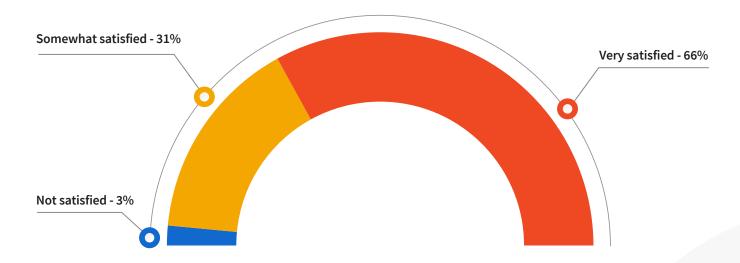
Job satisfaction continues to increase each year and automation professionals remain committed to this field.

Career satisfaction

Automation professionals continue to feel very satisfied with their careers. This year, we've seen the highest level of satisfaction since we started this survey. 66% of RPA developers report being "very satisfied".

Q.

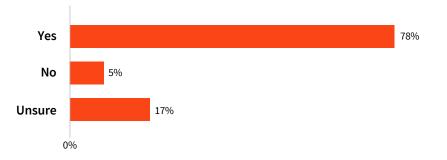
How satisfied are you with your career as an automation professional?



Job satisfaction continues to increase each year and automation professionals remain committed to this field.

Likelihood of remaining in RPA and automation

Q. Do you think you will be in software automation for at least the next 5 years?



Automation professionals would recommend this career.

Likelihood of recommending career

How likely are you to recommend RPA development as a career?

47%

of automation professionals are likely to recommend RPA development as a career.



There are still lots of business challenges that need to be addressed, and more complex problems that need to be solved, which can be possible with more AI capabilities. So, we can expect to see more challenging use cases to be solved and thus it will promote the potential for career needs.

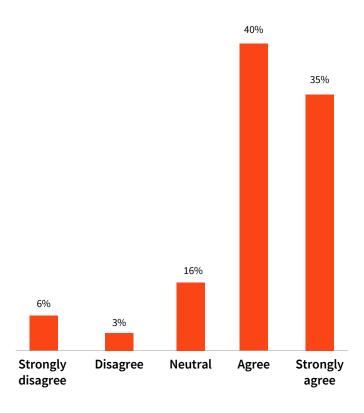


Automation professionals feel valued and plan to stay with their company.

Value to the organization

As we see each year, the majority of automation professionals feel valued.

My organization values the work I do as an automation professional.

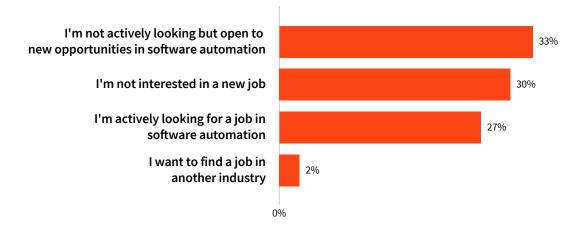


Automation professionals feel valued and plan to stay with their company.

Interest in a new job

Each year we ask automation professionals if they are looking for a new job. This year, 30% report they are **not** looking for a new job, which is significantly higher than in any other year. Those professionals who are looking for new opportunities are most likely doing so because they want to advance their careers, learn new skills, or increase their pay.

Q. Do you plan to look for a new job in the next 12 months?

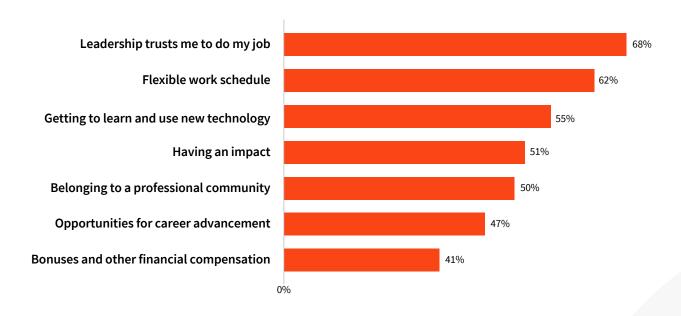


Satisfaction in all areas of software automation are at an all-time high.

Satisfaction with all aspects of the career

As we see, automation professionals are overwhelmingly satisfied with their career choice. Automation professionals are most satisfied with the leadership trusting them to do their job, their flexible work schedule, and their opportunity to use new technologies.

Q. Consider the following benefits. How satisfied are you in each of these areas in your current role as an automation professional? (Percentage of who are very satisfied)





Life as a Software Automation Professional

Learn how automation professionals started their journey, how they are educating themselves and what their day-to-day activities looks like.



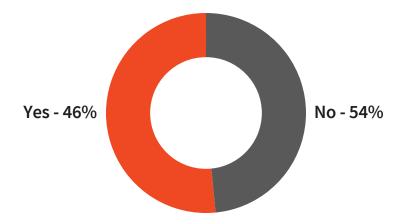
It's common for automation professionals to transition into this work from other roles – and the transition is relatively easy.

Career impact

More than half of the respondents report they transitioned into automation from other roles. Developers most commonly come from a software development background whereas business professionals have transitioned to automation from business analyst and project manager roles.

Q.

Is your job as an automation professional your first professional role?



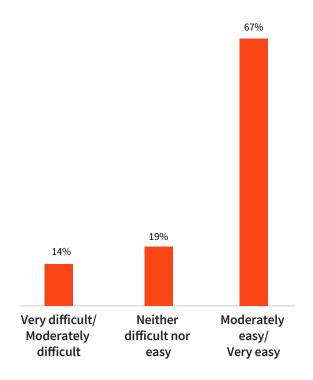
It's common for automation professionals to transition into this work from other roles – and the transition is relatively easy.

Transition to RPA and automation

Each year, an increasing percentage of automation professionals report it is easy to transition into this role. This year, 67% say the transition is easy, up from 53% last year and 49% in 2021.

Q.

How easy or difficult was it to transition into your role as a software automation developer?



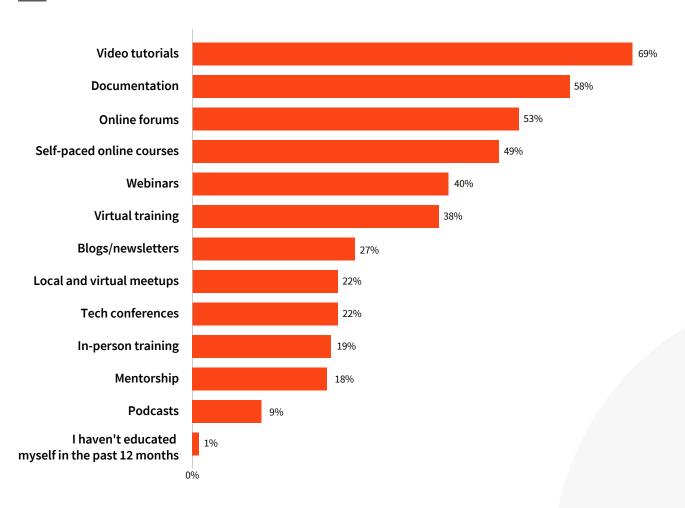
^{**}Answered by developers only.

There are many educational opportunities to help automation professionals improve their skills.

Opportunities for continued education

99% of automation professionals have educated themselves in the last year. Video tutorials continue to top the list.

Q. How have you educated yourself about software automation in the past 12 months?



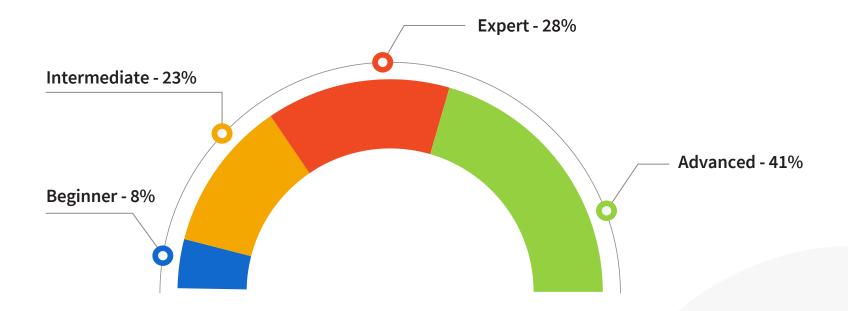
There are many educational opportunities to help automation professionals improve their skills.

Proficiency

Even though many professionals have transitioned from other roles, it's easy to become proficient because of the numerous educational opportunities available. 69% of respondents consider themselves to be at an expert level or beyond with software automation development.

Q.

How proficient are you at software automation development?

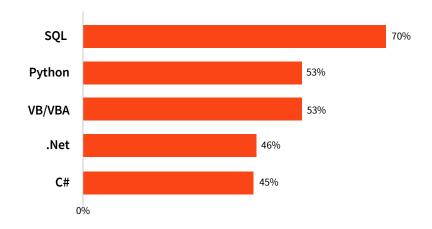


Automation professionals are well-versed in other languages.

Additional programming languages

Compared to last year, more developers report they know SQL, Python and VB/VBA.

Q. In addition to RPA, which programming languages do you know? - Top 5



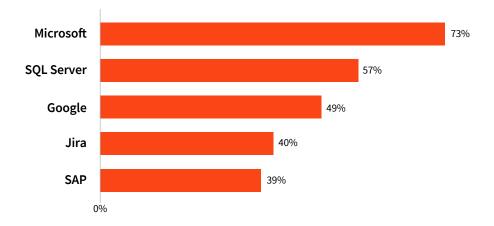
^{**}Answered by developers only.

Automation professionals are well-versed in other languages and technologies.

Additional technologies they know

As we see each year, Microsoft, SQL Server and Google are the most common technologies used by automation professionals.

Q. What technologies are you using?

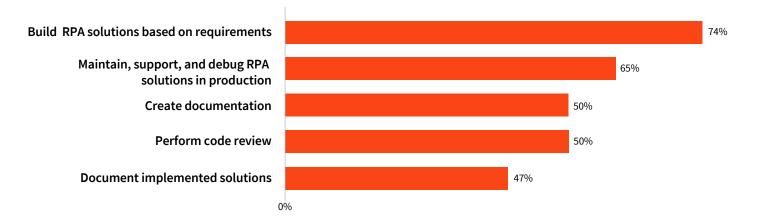


Types of activities that automation professionals perform.

What developers work on a weekly basis

Automation developers have the main task of building and shaping RPA solutions based on weekly requirements.

Q. Which of these activities do you work on a weekly basis?



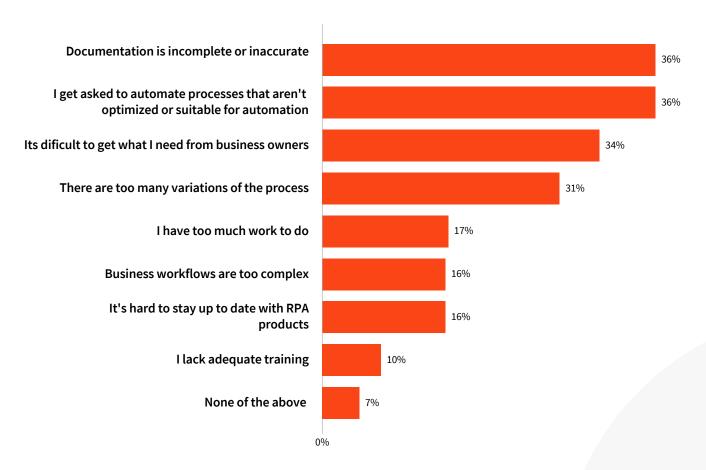
^{**}Answered by developers only.

Struggles at work.

Biggest frustrations

Automation professionals report the same top challenges this year as they did in 2022.

Q. What are your biggest frustration(s) in achieving good work/automations?

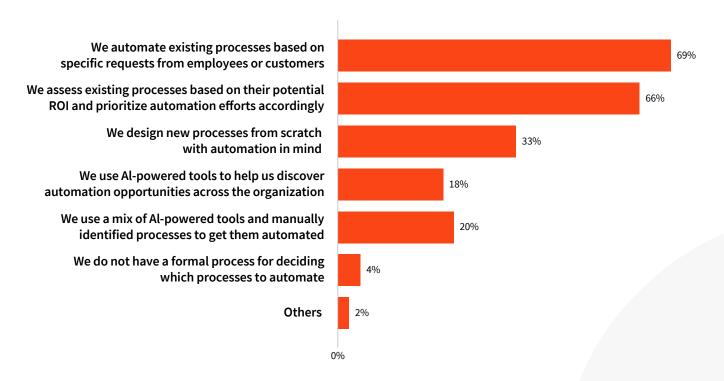


Automation is maturing in organizations.

What is getting automated

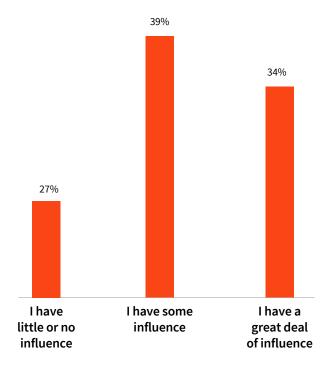
This year, we explored how respondents are deciding what to automate. We discovered that organizations have a culture of automation innovation. The vast majority (96%) have a formal process to decide what to automate. More specifically, 69% are automating customer requests, 33% are designing processes from scratch, and 20% are using a mix of AI-powered tools and manual processes.

How does your organization decide which processes to automate?



Influence for choosing technology in the company.

Q. Do you have influence over selecting the software automation technologies you use at work?



73% of automation developers influence their leadership in choosing the technologies they use.





Focus on UiPath

Learn why automation professionals prefer UiPath, how often they interact with the platform, what tools are they using, and how connected they feel with the UiPath Community.

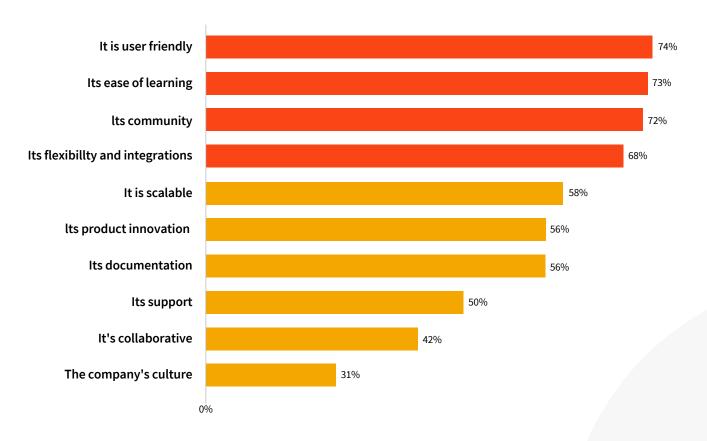


Why UiPath?

Reasons for choosing UiPath

The top three reasons why respondents prefer UiPath is because it is user friendly, it's easy to learn and it has a community.

Q. Why is this your preferred RPA technology?



^{**}Answered by developers only.

Those who prefer UiPath do so because it is user friendly, is easy to learn, and has a community.

Q.

What word best describes your experience with UiPath?

"

Innovative: UiPath is known for its innovative approach to automation, constantly pushing the boundaries of what's possible with RPA and AI.

User-Friendly: UiPath Business Automation Platform is designed to be user-friendly, making it easy for users of all skill levels to create and manage automation workflows.

Powerful: UiPath Business Automation Platform is powerful, with advanced automation capabilities that can help businesses streamline their operations, reduce costs, and increase efficiency.

Reliable: UiPath Business Automation Platform is known for its reliability, with robust features that can handle large-scale automation projects with ease.

Versatile: UiPath Business Automation Platform is versatile, with the ability to automate a wide range of processes across various industries and use cases.

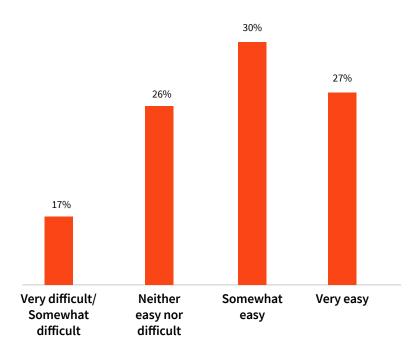
It's easy to change your development tool and move your processes over to UiPath.

Difficulty moving processes to UiPath

57% of respondents report it is easy to move their processes over to UiPath, up from 45% who reported it to be easy last year.

Q.

How easy or difficult was it to move your automated processes over to UiPath?

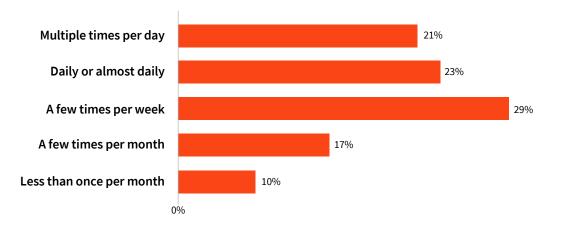


Automation professionals feel part of the UiPath Community.

Interactions with UiPath Community

44% of business professionals connect with the UiPath Community almost daily.

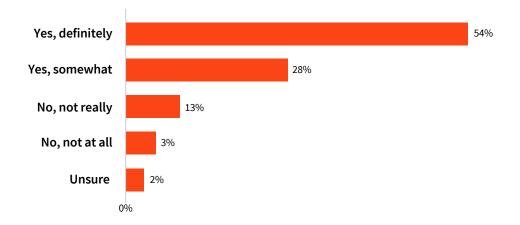
Q. How often do you interact with the UiPath Community ecosystem?



Automation professionals feel part of the UiPath Community.

Feeling connected to the UiPath Community

Q. Do you consider yourself to be a part of the UiPath Community?



82% of UiPath users consider themselves to be part of the UiPath Community, up from 77% last year.



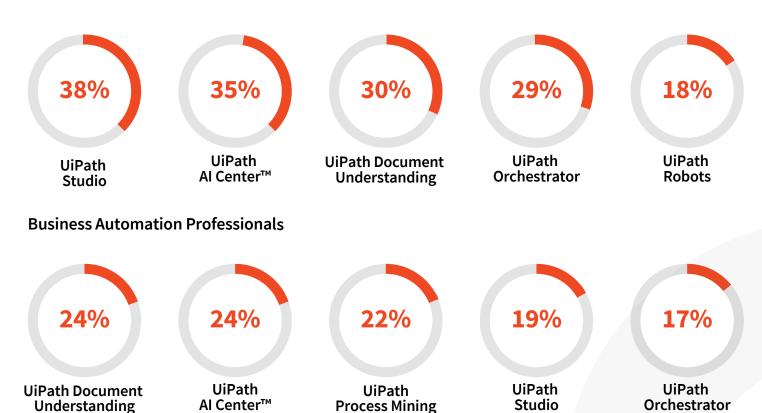
Different roles focus on different UiPath products.

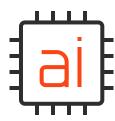
How automation professionals want to use UiPath

Both developers and business professionals want to use UiPath AI Center™, UiPath Studio, UiPath Document Understanding, and UiPath Orchestrator.

Q. Which of these UiPath products are you most interested in building expertise around for your career?

Automation Developers





Spotlight on Al

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One thing is clear: Automation professionals are adapting the way they work because of AI. Dive deeper into how AI is being used, how important it is, and what professionals believe its future will be.

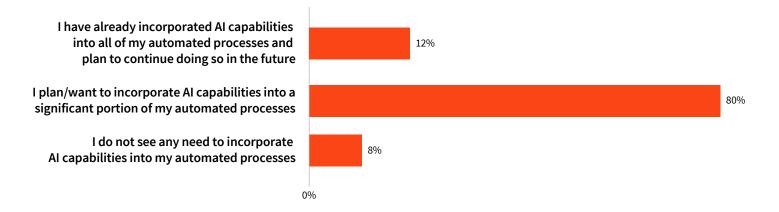


Automation professionals are very open to adopting Al.

Use of AI in automated processes

80% of automation professionals plan/want to incorporate AI capabilities in their automated processes.

To what extent do you believe that AI capabilities could be incorporated into your automated processes?

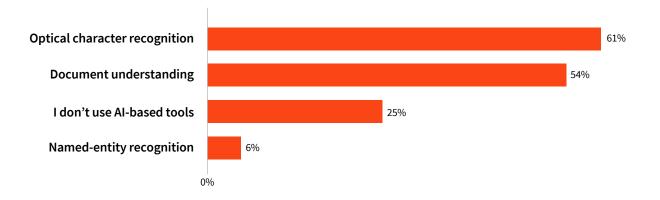


Automation professionals are very open to adopting Al.

Al-based tools for automation

75% of developers are using an AI-based tool for their automation projects. Several different AI tools are being used in automation projects, most commonly optical character recognition and document understanding.

Q. What AI-based tools are you using for automation projects?



^{**}Answered by developers only.

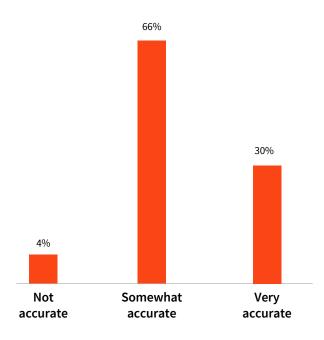
Al tool accuracy.

Accuracy of Al tools

Given the early stages, developers believe there is room for development with new and improved AI-based tools.

Q.

How accurate do you consider AI-based tools to be?



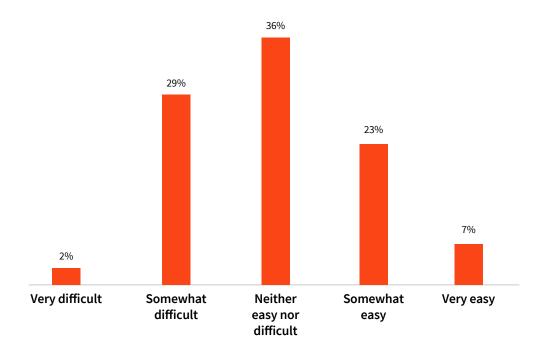
^{**}Answered by developers only.

While it is somewhat easy to integrate Al tools into current automation practices, there is room for improvement.

Ease of integrating AI into RPA automation

As professionals actively work to use more AI-based tools, only 34% find it difficult to incorporate AI in RPA automation.

How easy or difficult is it to integrate AI into RPA automation?



Automation professionals want to see additional Al features.



What AI features do you want to see developed in an automation platform such as UiPath?



The artificial intelligence feature that I would expect in automation could be the ability to create all the steps of the product to be tested from end to end, present the necessary controls and corrections, and enable testing on visuals.

Computer vision to improve the accuracy and efficiency of automating processes that involve interacting with graphical user interfaces. Machine learning algorithms to improve the performance and accuracy of the platform over time. Chatbots or voice assistants to provide users with a conversational interface for interacting with the automation platform.

Workflow and code auto-generation based on requirements tasks prediction as per daily activities. Chatbot software like chat GPT integrated in the UiPath product suite.

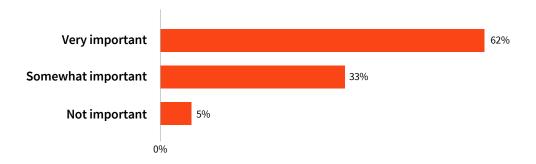


Al will be an integral part of automation professionals' careers.

Importance of AI for careers

95% of automation professionals believe AI will be important for their career.

Q. How important will AI be to your career?



"

There is a lot of potential in what automation can do with the integration of AI.

Al is the next big thing in RPA.

Traditional automation combined with intelligence using ML or AI is the future.





Business Automation Professionals Insights

While the majority of our respondents are developers, we want to give special attention to our new audience: those who are working in other business roles in automation.



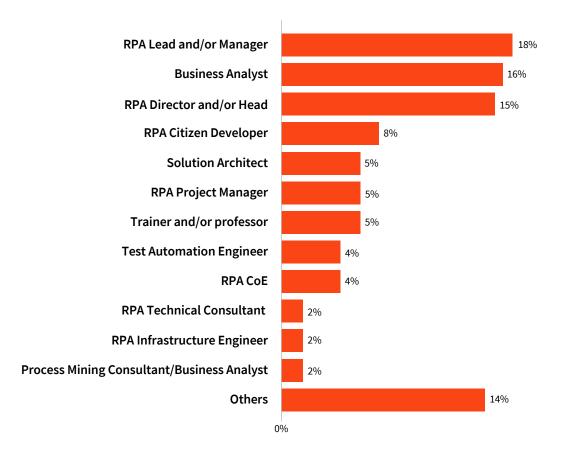
Business Automation Professionals insights.

Common job titles

Business professionals come from a wide-range of roles, most commonly RPA lead, RPA manager, business analysts and RPA director.

Q.

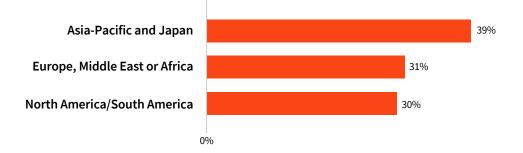
Which of the following best describes your role?



Business Automation Professionals insights.

Region

Q. In what region do you live?



Business Automation Professionals insights.

Business professionals insights

29% are females. This group skews slightly more female than developers.

57% have at least 6 years of experience. This group is more experienced than developers.

53% are very satisfied with their career in software automation. This group has lower levels of satisfaction than developers.

75% say they worked in another profession before software automation. This group is more likely to have come from another profession compared to developers.

28% are from generation X. This group skews older than developers.

52% have at least 3 years of experience with supporting automation. This group is less experienced in software automation than developers.

44% have a master's or professional degree. This group comes with higher levels of education than developers.

30% have a professional certification. This is fewer than the developer audience.



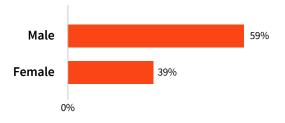
Get insights about the up-and-comers who are potentially entering this field — and learn how they are different from the developers who are actively working in the industry.



Gender

While only one-quarter of automation professionals are females, 39% of students who are interested in RPA are females.

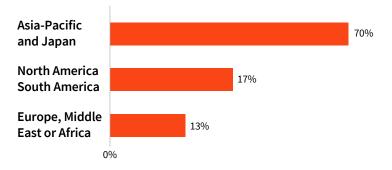
Q. What is your gender identity?



Geographical presence

As we see each year, the vast majority of student respondents live in Asia-Pacific and Japan. However, this year, we see an increase in those who are from EMEA and the Americas.

Q. In what region do you live?



Interest in automation

- 53% heard about RPA via a college course.
- 80% plan to or have taken a college course about software automation.
- 66% are considering a job in software automation after graduation.
- **25%** are in or have completed an internship; 67% are interested in an internship.

Education

- 40% are using video tutorials to educate themselves about automation, up from 31% last year.
- **63**% have the UiPath RPA Developer certification.
- 48% plan to get the UiPath Certified RPA Associate certification in the next 12 months.
- 41% plan to get the UiPath Certified Advanced RPA Developer certification in the next 12 months.
- 81% of those who have taken online courses have used UiPath Academy.

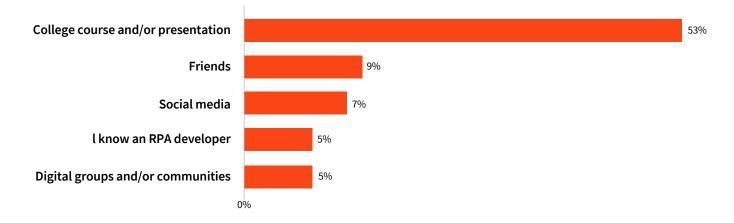
UiPath

- 80% consider themselves part of the UiPath Community.
- 33% want to use UiPath StudioX to build their expertise for their careers.

Students learn about software automation via college courses

College courses continue to be the most common way students are getting introduced to RPA.

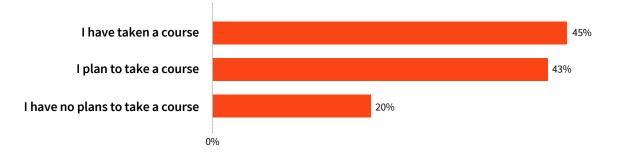
Q. How did you first hear about RPA?



Prevalence of software automation courses

80% of students have or plan to take a college course about software automation. Of those who have taken a course, the most common topics include RPA and AI.

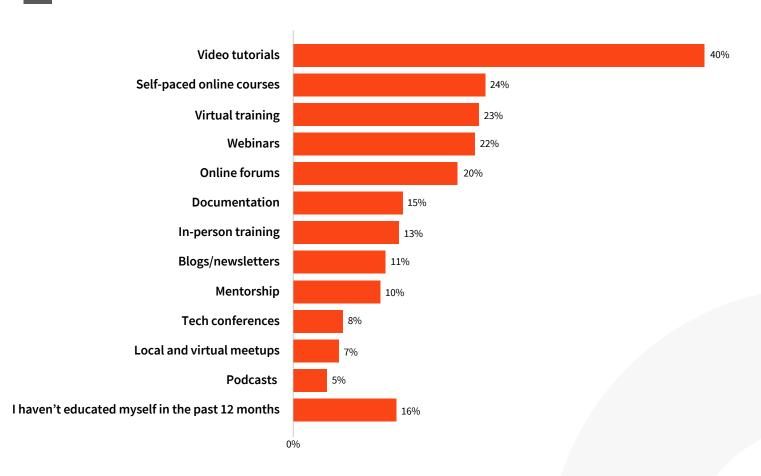
Q. Have you taken or do you plan to take a college course about software automation?



Education around software automation

84% of students have educated themselves about software automation in the last year. Most commonly, they are using video tutorials.

Q. How have you educated yourself about software automation in the past 12 months?

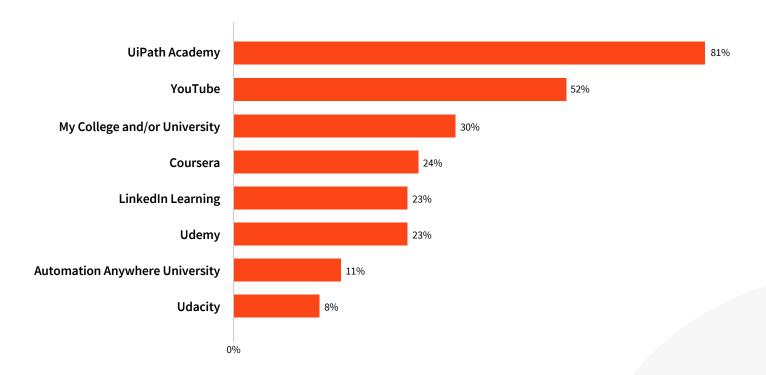


Sources of online courses

24% of students have taken an online course in the last year. Most commonly they use UiPath Academy and YouTube.

Q.

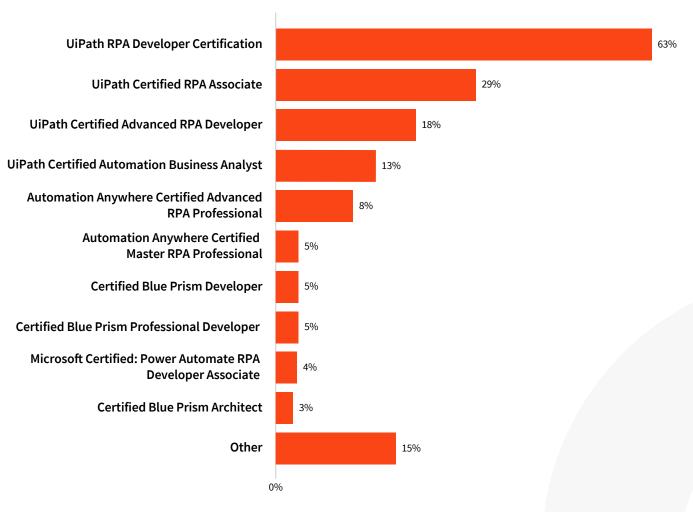
What source have you used for your online courses?



Current software automation certifications

24% of students report they have a professional certification in software automation. Of these respondents, almost two-thirds (63%) have the UiPath RPA Developer certification.

Q. What certification do you have?



UIPATH.COM | STATE OF THE AUTOMATION PROFESSIONAL

Students are planning to take a certification.

Future software automation certifications

79% of students plan to get a certification in the next 12 months, most commonly the UiPath Certified RPA Associate certification.

Q.

Do you plan to get an additional certification within the next 12 months?

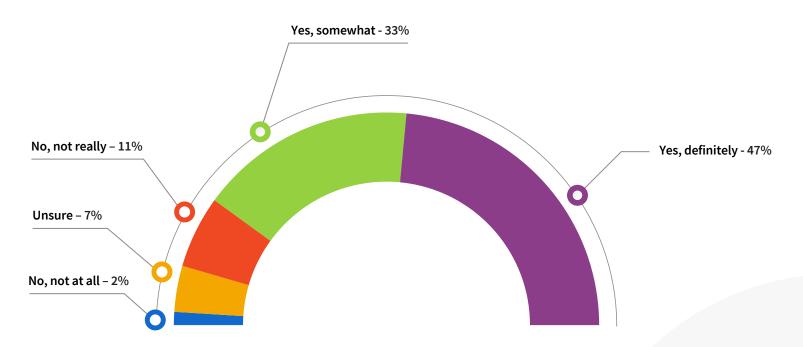
79%

plan to get a certification within the next 12 months

Feeling connected to the UiPath Community

80% of students who use UiPath consider themselves as a part of the community, up from 69% last year.

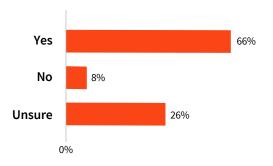
Q. Do you consider yourself to be a part of the UiPath Community?



Considering jobs in software automation

Out of all the students we surveyed, 66% are considering a job in software automation after they graduate.

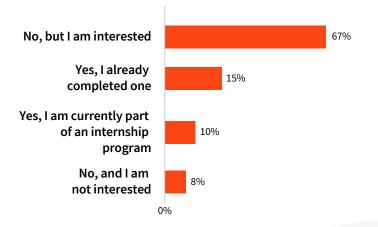
Q. Are you considering a job in software automation after you graduate?



Internships

Two-thirds of students would be interested in an internship; an additional 25% are working on or have already completed an internship.

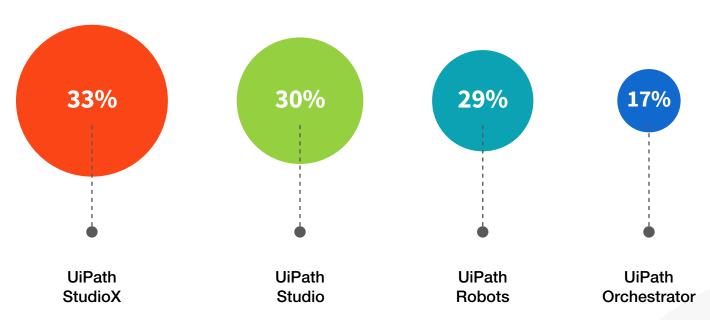
Q. Have you enrolled in any internships?



How students want to use UiPath

Students are most interested in building their expertise around UiPath StudioX, UiPath Studio and Uipath Robots.

Q. Which of these UiPath products are you most interested in building expertise around for your career?



Resources

Ui Path Community

In the UiPath Community, we believe that automation has the ability to transform industries and improve the lives of people around the world. We are committed to transformation, through an open, collaborative community, empowering its members to constantly learn and innovate. The UiPath Community is a vibrant ecosystem of automation professionals who are learning, supporting, and succeeding together in their careers. With more than two million users worldwide, this is a dedicated space for automation enthusiasts to look for innovative ideas. With a mix of UI, API, cloud native, and AI automation, the UiPath Platform is promoted through dedicated events, tutorials, hackathons, or marketplace components. The goal is to help others grow collaboratively through three main pillars: education, support, and networking.

Ui Path Platform

With AI-powered business automation, UiPath is the way to operate. The way to innovate. No, robotic process automation (RPA) isn't going anywhere; it's still at the heart of UiPath's Business Automation Platform. But so is artificial intelligence (AI), and everything else you need to operate and innovate your business at digital speed. Everything on a single platform enabling fast, resilient transformation. Driving the Foundation of Innovation™.

Ui Path Academy

Launched five years ago with a library of more than 900 courses in ten languages, it has reached 1.2 million users. For the automation world, this became the first educational program openly offering training and certification. This continuously expanding learning space can help you grow and build your career path. There are plenty of courses available for every level of expertise.



Ui Path Forum

A core platform in the community ecosystem where developers get crowdsourced support and give product feedback. This shared space explores product usability through use cases. In other words, a dedicated hub to interact with experts where you can get solutions, technology, and community updates.

Ui Path Documentation

This portal is at your fingertips when you start building automation scenarios. This is the place where you can find cross-product reference information, localization support, compatibility matrices, and more. In this knowledge base, you can find overviews on product availability, lifecycle, localization, and data residency. The delivery options are displayed in the comprehensive UiPath Automation Cloud™ and the automation suite guides, so you can easily scale your solutions. There's a section with the release notes and the latest product updates including a customer area where troubleshooting and support can be received.

Ui Path Marketplace

A web library of prebuilt RPA content meant to optimize and scale your automation journey. There are over 1450 reusable listings, covering numerous industries and use cases. The value of the marketplace is such that you can reuse components and code snippets created by others, or you can add your own reusable components for others to benefit from. There's the option to become a vendor in UiPath Marketplace. Monetization is currently open to custom activities and business solutions. UiPath handles the payment, tax calculation, and invoices.

About UiPath

We use the transformative power of automation to liberate the boundless potential of people—and drive profitable growth for enterprises.

The AI-powered UiPath Business Automation Platform combines leading robotic process automation (RPA) with a full suite of capabilities to understand, automate, and operate end-to-end processes, offering unprecedented time to value.

For organizations that seek to thrive and grow through ever-changing times, UiPath is The Foundation of Innovation™.

Join the UiPath Community to connect, learn and succeed in your automation journey! https://community.uipath.com/

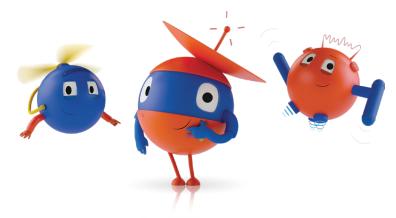
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UiPath is committed to offer a platform for aspiring automation professionals to take their careers to new heights. Share this report with other automation enthusiasts for key insights about the automation space.