



## Sector-Wide Survey: AI Integration in the Wholesale and Retail Industry

Dear W&RSETA Stakeholder,

We kindly invite you to participate in a national survey focused on the integration of Artificial Intelligence (AI) in South Africa's wholesale and retail sector. This initiative is part of our ongoing Postdoctoral Research Fellowship (PDRF) projects, aimed at shaping responsive and forward-looking skills development strategies in the age of digital transformation.


As AI continues to reshape the world of work, redefining operations, altering job profiles, and shifting the skills landscape, it is crucial that we gain sector-specific insights into its impact. Your participation will provide vital input to help us better understand:

- The extent and nature of AI adoption in the sector
- Emerging roles and the transformation of existing jobs
- Skills development and training needs
- The readiness of businesses and workers to adapt to digital disruption

Your perspectives will directly inform the W&RSETA's planning and decision-making processes, enabling us to design interventions that are inclusive, demand-driven, and future-fit. This survey is a key step toward ensuring that the sector is not only ready for AI integration, but also positioned to thrive in a digitally enabled economy.

Please be assured that all information shared will remain confidential and will be handled in strict accordance with the Protection of Personal Information Act (POPIA).

We appreciate your time and contribution to this important initiative.

 [CLICK HERE](#) to complete the questionnaire

### Instructions for Completion:

- Answer all questions honestly.
- Tick the box that best represents your response or fill in the blank where indicated.
- If a question is not applicable to you, feel free to skip it.
- Your input is voluntary but highly valued.

Yours in skills development,  
W&RSETA