

Online Supplement. Qualitative responses of CWT managers about the potential impact on veterans of job automation (N=62)^a

Theme	Sample Responses	# of responses
No concern/little impact	<p>“So far we have not had any problems in this area.”</p> <p>“We are not overly concerned at this point. There are many more jobs in [state] than there are people to fill them.”</p>	23
Vaguely negative	<p>“I believe it will not be beneficial.”</p> <p>“Limits job opportunity for veterans.”</p> <p>“Automation has decreased jobs available to vets and all workers.”</p>	13
Specifically negative	<p>“Retail services and industrial jobs will become more automated and result in less jobs.”</p> <p>“This trend towards service automation puts in vulnerability and impacts the ability to effectively employ the veterans we serve...”</p>	12
New jobs will emerge	<p>“Somebody has to maintain the robots.”</p> <p>“We will need someone to repair them.”</p> <p>“[Job automation] offer different employment opportunities.”</p> <p>“We can learn to run the machines.”</p>	9
Neutral/missing	“Not sure”	5

^a Managers were asked: “What thoughts, if any, do you have about the impact of job automation (i.e., robots/machines replacing human jobs) on the veterans you serve?”