# Klarna CEO expresses concerns over AI's impact on the future of work



Sebastian Siemiatkowski, the CEO of the Swedish fintech firm Klarna, has expressed significant concerns regarding the rapid progression of artificial intelligence (AI) technology, which he believes poses a risk of rendering his role in the company obsolete. In a recent statement featured in Fortune, Siemiatkowski articulated a sense of gloom over the advancement of AI capabilities, stating, "I am not necessarily super excited about this. On the contrary my work to me is a super important part of who I am, and realizing it might become unnecessary is gloomy."

Klarna has positioned itself as a leader in providing buy now, pay later (BNPL) services, servicing millions of customers on a global scale. However, Siemiatkowski's remarks highlight the potential challenges that even successful companies like Klarna may encounter as AI technology evolves at a rapid pace. Notably, Breitbart News reported that just over a year ago, Klarna ceased hiring human staff, opting instead to employ AI to undertake the tasks typically assigned to employees. This decision is reflected in the company's employee count, which has diminished from 4,500 to 3,500, largely due to natural attrition linked to the standard five-year tenure of employees, leading to a turnover rate of approximately 20 per cent annually.

While Klarna's website continues to advertise job openings, Siemiatkowski confirmed that the company has not been actively recruiting new personnel. As Klarna navigates this shift towards AI-driven operations, Siemiatkowski mentioned that employees have been informed that the anticipated decrease in total salary costs will also be partially reflected in their paychecks, suggesting a potential effort to incentivise the remaining workforce amidst ongoing technological change.

The increasing integration of AI into various business operations raises fundamental questions regarding the future of employment and the necessity of human oversight in an age dominated by intelligent machinery. As AI systems become more advanced and capable of undertaking increasingly complex tasks, concerns have escalated surrounding the potential replacement of not only straightforward, manual jobs but also high-level cognitive roles that involve strategic thinking and decision-making.

The apprehension expressed by Siemiatkowski aligns with broader concerns shared by many industry leaders. Current forecasts, including a report by McKinsey Global Institute, indicate that automation, powered by AI and robotics, could displace up to 800 million jobs globally by 2030. Despite the prediction that new roles may emerge alongside these technological advancements, the transition period poses substantial challenges for both employees and employers.

As Klarna and other companies confront the ramifications of AI within the workforce, the future of work continues to evolve, highlighting a transformative era where businesses must balance technological innovation with human resources management.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.businessinsider.com/klarna-ceo-sebastian-siemiatkowski-ai-job-2025-1> - Corroborates Sebastian Siemiatkowski's concerns about AI replacing his job and the impact of AI on Klarna's workforce.
2. <https://futurism.com/ceo-bragged-replacing-workers-ai-job> - Supports the information about Klarna's hiring freeze, the reduction in workforce due to AI, and Siemiatkowski's remarks on AI's capabilities.
3. <https://www.entrepreneur.com/business-news/klarna-ceo-ai-is-capable-of-replacing-all-jobs-mine-too/485166> - Details Siemiatkowski's statement that AI can replace all jobs, including his own, and the ongoing research and development needed for AI to fully replicate human work.
4. <https://www.businessinsider.com/klarna-ceo-sebastian-siemiatkowski-ai-job-2025-1> - Provides context on Klarna's use of AI, including the AI assistant doing the work of 700 full-time human agents.
5. <https://futurism.com/ceo-bragged-replacing-workers-ai-job> - Explains the impact of AI on Klarna's workforce, including the reduction from 4,500 to 3,500 employees due to natural attrition and AI integration.
6. <https://www.entrepreneur.com/business-news/klarna-ceo-ai-is-capable-of-replacing-all-jobs-mine-too/485166> - Mentions that despite the hiring freeze, Klarna continues to hire some engineers and that salary savings will be reflected in employees' paychecks.
7. <https://futurism.com/ceo-bragged-replacing-workers-ai-job> - Discusses the broader implications of AI replacing jobs, including high-level cognitive roles, and the concerns shared by industry leaders.
8. <https://www.businessinsider.com/klarna-ceo-sebastian-siemiatkowski-ai-job-2025-1> - Highlights Siemiatkowski's emotional response to the possibility of AI replacing his job and the importance of his work to his identity.
9. <https://www.entrepreneur.com/business-news/klarna-ceo-ai-is-capable-of-replacing-all-jobs-mine-too/485166> - Clarifies that while AI has the potential to replace all jobs, it still requires significant research and development to fully achieve this.
10. <https://futurism.com/ceo-bragged-replacing-workers-ai-job> - Addresses the limitations of current AI technology, such as 'hallucinations' and struggles with basic reasoning tasks, and the need for further development.
11. <https://fortune.com/2024/07/12/klarna-ceo-ai-the-toyota-way/> - Provides background on Klarna's use of AI and its business strategies, including the integration of lean manufacturing tactics inspired by the 'Toyota Way'.
12. <https://www.breitbart.com/tech/2025/01/07/ceo-of-tech-company-klarna-feels-gloomy-because-he-believes-ai-can-do-his-job/> - Please view link - unable to able to access data