

# Trust, attitudes and use of artificial intelligence: A global study 2025

## Chile insights

## Societal indicators

### Trust and acceptance

**45%** willing to trust AI

**79%** accept or approve of AI

Chileans are more optimistic than worried or excited about AI

### AI benefits

**91%** expect AI to deliver on a range of benefits

**81%** personally experienced or observed benefits from AI use

Top benefit: **90%** report reduced time spent on mundane or repetitive tasks

### AI risks

**27%** believe risks of AI outweigh the benefits

**85%** concerned about negative outcomes from AI

**46%** personally experienced or observed negative outcomes from AI

### Responsible AI

- 78% believe AI regulation is required
- 11% aware of AI regulations and policies in their country
- 43% believe current safeguards are sufficient
- Chileans expect co-regulation with government oversight and international laws

### AI-generated misinformation

- 73% unsure online content can be trusted as may be AI-generated
- 72% concerned elections manipulated by AI-generated content or bots
- 90% want laws and action to combat AI-generated misinformation

### Top risk:

**64%**

report experiencing the loss of human interaction and connection due to AI

### AI literacy

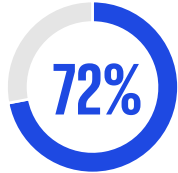
**58%** feel they have the skills and knowledge to use AI appropriately

**43%** have formal or informal training in AI or related fields

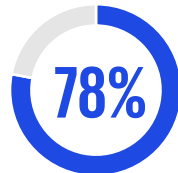
**77%** feel they can use AI tools effectively

# Workplace indicators

## AI in the workplace



employees report their organization uses AI



intentionally use AI at work

## Worker reliance on AI

32%

felt they couldn't complete their work without the help of AI

39%

relied on AI to do a task rather than learning how to do

54%

concerned about being left behind if they don't use AI at work

## Complacent use of AI

39%

used AI at work in inappropriate ways

47%

made mistakes in their work due to AI

37%

used AI in ways that contravene policies and guidelines

62%

relied on AI output at work without evaluating its accuracy

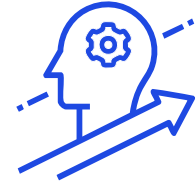
43%

presented AI-generated content as their own

## Impacts of AI on work

56+%

report increased efficiency, quality of work, and innovation



39%

report increased revenue generating activity

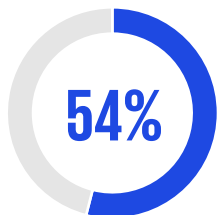
However,

23+%

report increased workload, stress and pressure

## AI governance at work

Reflections of employee beliefs about their organization



have an AI strategy

56%

provide training in responsible AI use



49%

have policies and practices governing responsible use

33%

AI has increased compliance and privacy risks

47%

report key aspects of their work can be performed by AI



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The University of Melbourne research team led the design, conduct, data collection, analysis and reporting of this research.

Citation: Gillespie, N., Lockey, S., Ward, T., Macdade, A., & Hassed, G. (2025). Trust, attitudes and use of artificial intelligence: A global study 2025. The University of Melbourne and KPMG.

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