

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



Costa Rica insights

Societal indicators

Trust and acceptance

52% willing to trust AI

87% accept or approve of AI

Costa Ricans are more optimistic and excited than worried about AI

AI benefits

92% expect AI to deliver on a range of benefits

81% personally experienced or observed benefits from AI use

Top benefit: **88%** report improved efficiency from AI

AI risks

25% believe risks of AI outweigh the benefits

80% concerned about negative outcomes from AI

50% personally experienced or observed negative outcomes from AI

Responsible AI

- 66% believe AI regulation is required
- 30% aware of AI regulations and policies in their country
- 51% believe current safeguards are sufficient
- Costa Ricans expect international regulations and laws and co-regulated with Industry

AI-generated misinformation

- 72% unsure online content can be trusted as may be AI-generated
- 71% concerned elections manipulated by AI-generated content or bots
- 84% want laws and action to combat AI-generated misinformation

Top risk:

57%

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

AI literacy

67% feel they have the skills and knowledge to use AI appropriately

58% have formal or informal training in AI or related fields

80% 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

36%

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

47%

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

56%

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

Complacent use of AI

52%

used AI at work in inappropriate ways

57%

made mistakes in their work due to AI

52%

used AI in ways that contravene policies and guidelines

73%

relied on AI output at work without evaluating its accuracy

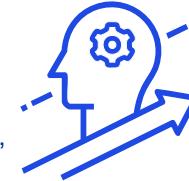
58%

presented AI-generated content as their own

Impacts of AI on work

64+%

report increased efficiency, quality of work, and innovation



53%

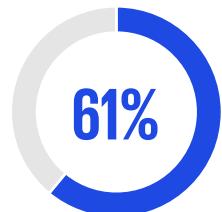
report increased revenue generating activity

However,

27%

report increased workload, stress and pressure

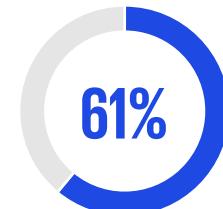
AI governance at work



have an AI strategy

69%

provide training in responsible AI use



have policies and practices governing responsible use

Reflections of employee beliefs about their organization

43%

AI has increased compliance and privacy risks

59%

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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