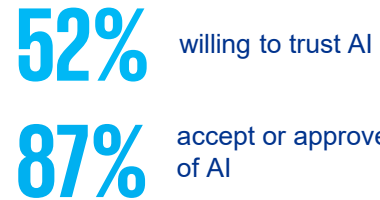


# Trust, attitudes and use of artificial intelligence: A global study 2025

## Costa Rica insights

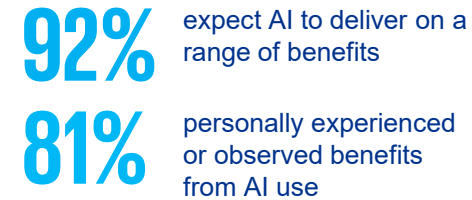
## Societal indicators

### Trust and acceptance



Costa Ricans are more optimistic and excited than worried about AI

### AI benefits



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

### AI risks



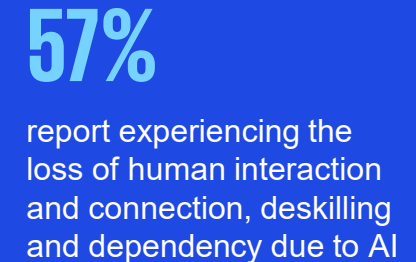
### Responsible AI

- 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

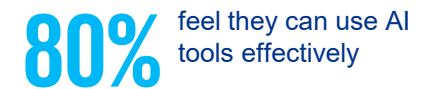
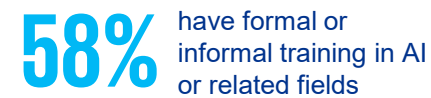
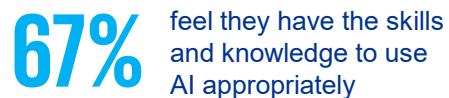
### AI-generated misinformation

- 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:

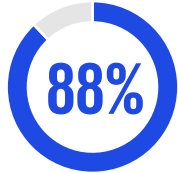


### AI literacy

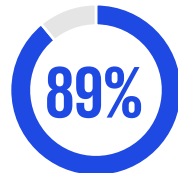


# Workplace indicators

## 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

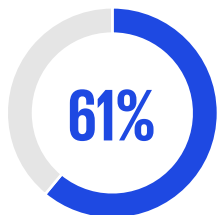
However,

27%

report increased workload, stress and pressure

## AI governance at work

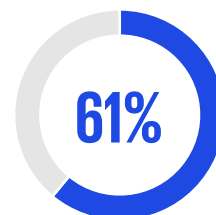
Reflections of employee beliefs about their organization



have an AI strategy

69%

provide training in responsible AI use



have policies and practices governing responsible use

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.

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