



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



Societal indicators

Trust and acceptance

willing to trust Al

accept or approve

Germans are more worried than optimistic or excited about AI

Responsible Al

- 71% believe AI regulation is required
- 9% aware of AI regulations and policies in their country
- 33% believe current safeguards are sufficient
- Germans expect co-regulation with government oversight and international laws

Al benefits

expect AI to deliver on a range of benefits

personally experienced or observed benefits from Al use

Top benefit: 78% report reduced time spent on mundane or repetitive tasks

Al-generated misinformation

- 60% unsure online content can be trusted as may be Al-generated
- 67% concerned elections manipulated by Al-generated content or bots
- 84% want laws and action to combat Al-generated misinformation

Al risks

believe risks of Al outweigh the benefits

concerned about negative

outcomes from Al

personally experienced or observed negative outcomes from Al

Top risk:

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

Al literacy

feel they have the skills and knowledge to use Al appropriately

have formal or informal training in Al

feel they can use Al tools effectively

Workplace indicators

Al in the workplace



employees report their organization uses Al



intentionally use AI at work

Worker reliance on Al

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

relied on AI to do a task rather than learning how to do 34%

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

Complacent use of Al

used AI at work in inappropriate ways

made mistakes in their work due to Al

used AI in ways that contravene policies and guidelines

relied on AI output at work without evaluating its accuracy

Reflections of employee beliefs about their organization

presented Al-generated content as their own

Impacts of AI on work

report increased efficiency, quality of work and innovation



report increased revenue generating activity

However.

report increased workload, stress and pressure

29%

Al has increased compliance and privacy risks

36%

report key aspects of their work can be performed by AI

Al governance at work



have an Al strategy

provide training in responsible AI use





have policies and practices governing responsible use







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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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