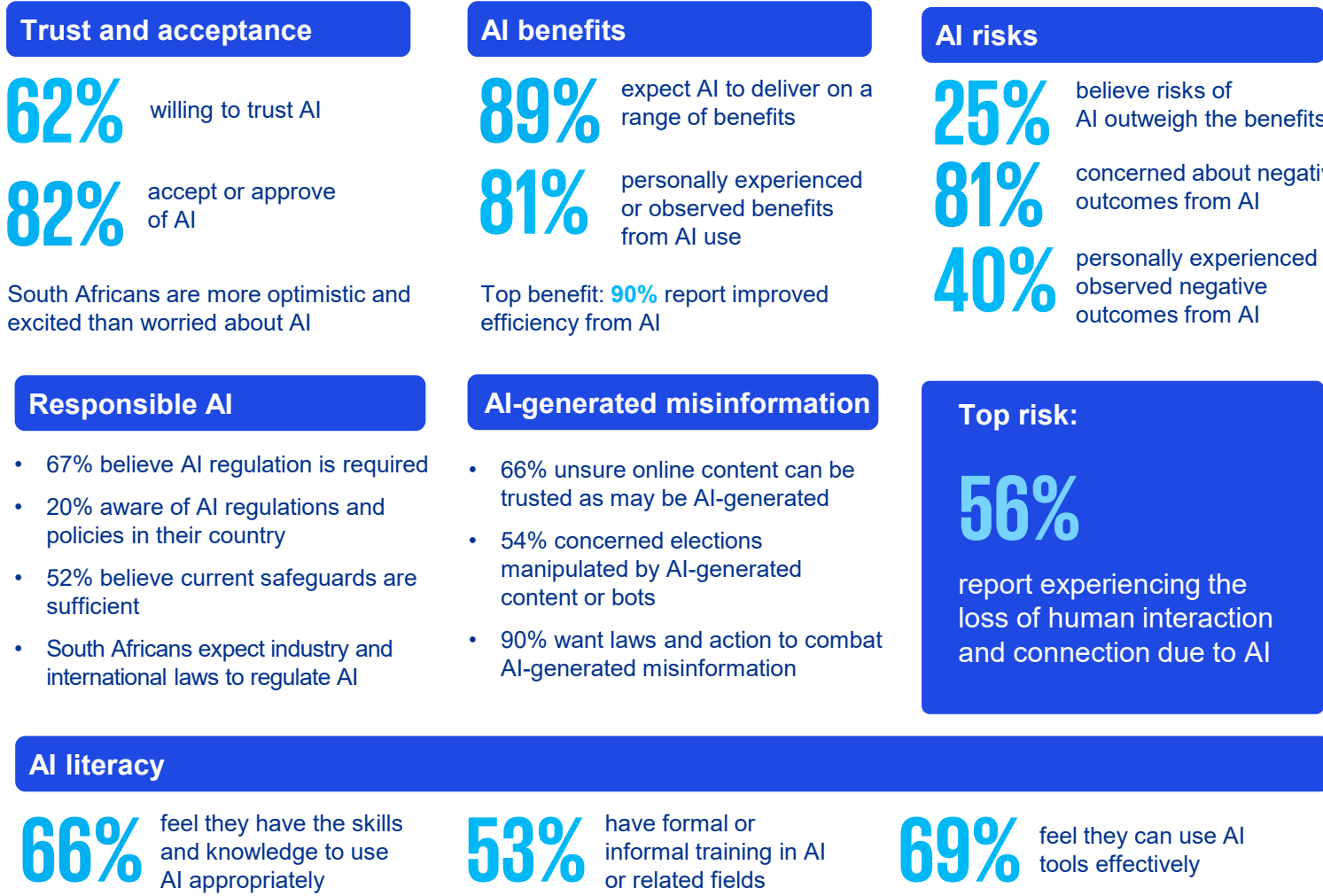




Trust, attitudes and use of artificial intelligence: A global study 2025

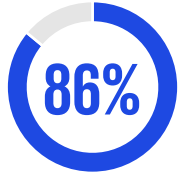
South Africa insights

Societal indicators

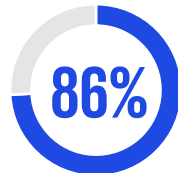


Workplace indicators

AI in the workplace



employees report their organization uses AI



intentionally use AI at work

Worker reliance on AI

49%

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

50%

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

62%

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

Complacent use of AI

46%

used AI at work in inappropriate ways

56%

made mistakes in their work due to AI

48%

used AI in ways that contravene policies and guidelines

63%

relied on AI output at work without evaluating its accuracy

56%

presented AI-generated content as their own

Impacts of AI on work

69+%

report increased efficiency, quality of work, and innovation



60%

report increased revenue generating activity

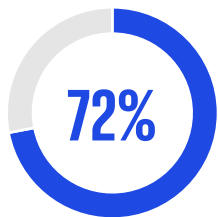
However,

27+%

report increased workload, stress and pressure

AI governance at work

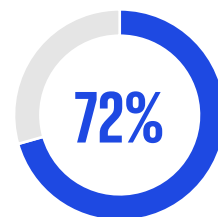
Reflections of employee beliefs about their organization



have an AI strategy

71%

provide training in responsible AI use



have policies and practices governing responsible use

38%

AI has increased compliance and privacy risks

53%

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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