

Are your employees afraid to use AI?

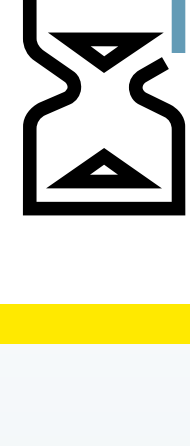


A global survey of 2,500 employees and IT leaders found that employees are saving time every day with AI, but a growing trust gap is driving concerns, misuse, and missed opportunities.

5 key findings

1

The productivity promise is real



Employees using AI estimate they're saving an average of
2.3 hours per day

- When used correctly, AI can significantly boost productivity and reduce routine workloads
- The benefits of AI tools, according to employees:

84%

Increased productivity

76%

Better customer support

74%

Improved motivation and engagement

69%

More collaboration with coworkers

2

But fear may be getting in the way



83% of employees worry they could be blamed or even fired for an AI mistake.

31%

say fear has made them hesitate to use AI

14%

were told by a manager to stay quiet about an AI error

3

The policy gap, especially at SMBs, is leading to misuse

Only
24%

of small businesses have an AI policy in place

vs.

53%

of enterprises that have an AI policy

84%

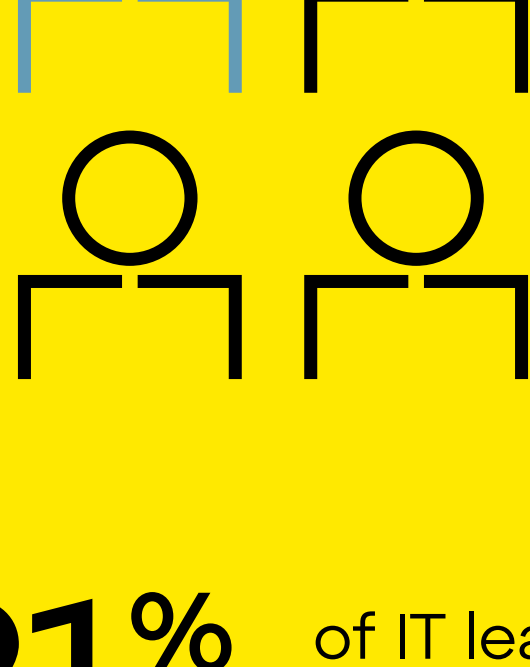
of workers say their company could do more to encourage responsible AI use

55%

don't always review AI outputs, even on high-stakes tasks

4

Mistakes are already happening

**1 in 4**

IT leaders say AI has already made mistakes that negatively affected customers or financially impacted their company.

91%

of IT leaders (even for organizations not yet affected) are concerned AI will make a mistake in the future

42%

of workers say they'd rather risk making errors with AI than look "slow" or "replaceable"

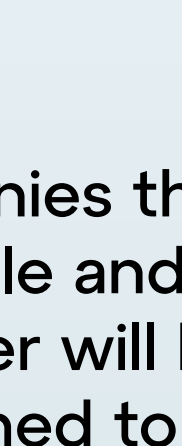
5

The solve is human

**52%**

of employees say creative thinking and adaptability are the most important skills to maintain as AI takes on more work.

Three of the top skills employees should strengthen when using AI at work:



Checking AI work for accuracy and bias



Knowing when to trust or question AI outputs



Using creativity and human judgment alongside AI

Companies that invest in people and AI together will be best positioned to win.



The bottom line:

Organizations that pair AI with clear accountability, training, and policies won't just speed up adoption – they'll pull ahead.

Visit our Pulse of Work resource center for more insights and actionable advice on how to navigate AI's impact on the workplace.

[Learn More](#)