VERITAS

Generative AI in the workplace

Key figures and main findings

global and country level

Agenda

- Methodology
- Global figures
- Countries details
- Raw data

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Methodology

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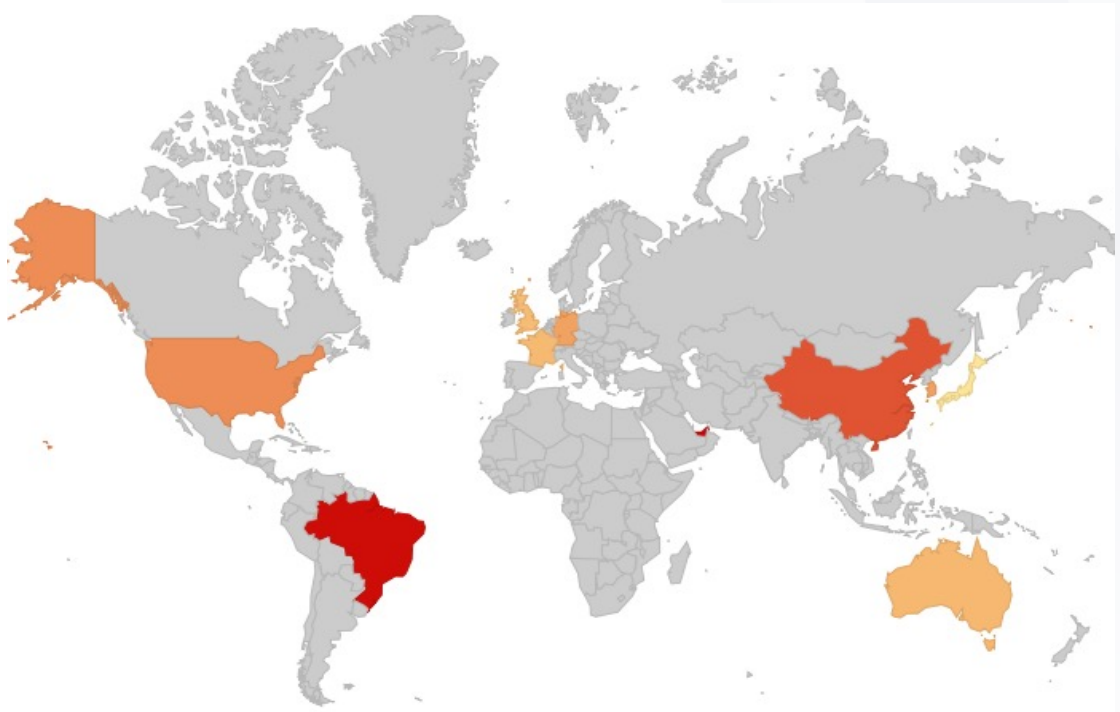
Methodology

- *The research was conducted by 3Gem and covered 11 countries (listed below) for a total of 11,500 respondents.*
- *The data collection phase was finalized on December 13th, 2023.*

Sample size (number of respondents)

- *USA (2,000)*
- *Brazil (1,000)*
- *UK (2,000)*
- *France (1,000)*
- *Germany (1,000)*
- *UAE (500)*
- *Australia (1,000)*
- *Singapore (500)*
- *China (1,000)*
- *Japan (1,000)*
- *South Korea (500)*



Percentage of frequent users of gen AI technologies in the office

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Global charts and graphs

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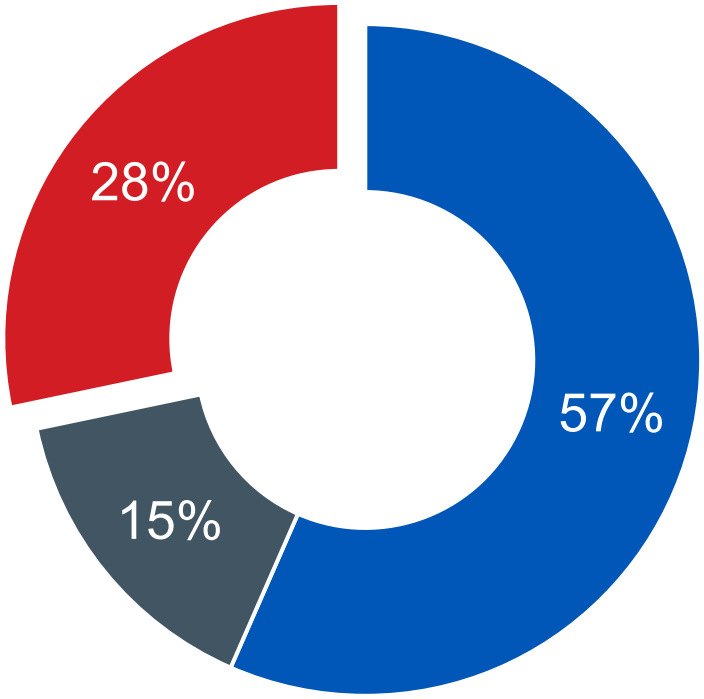
How frequently, do you use public generative AI tools at work?

Daily	22%
2-3 times a week	22%
Weekly	12%
2-3 times a month	7%
Monthly	5%
2-3 times a year	3%
Not at all	28%



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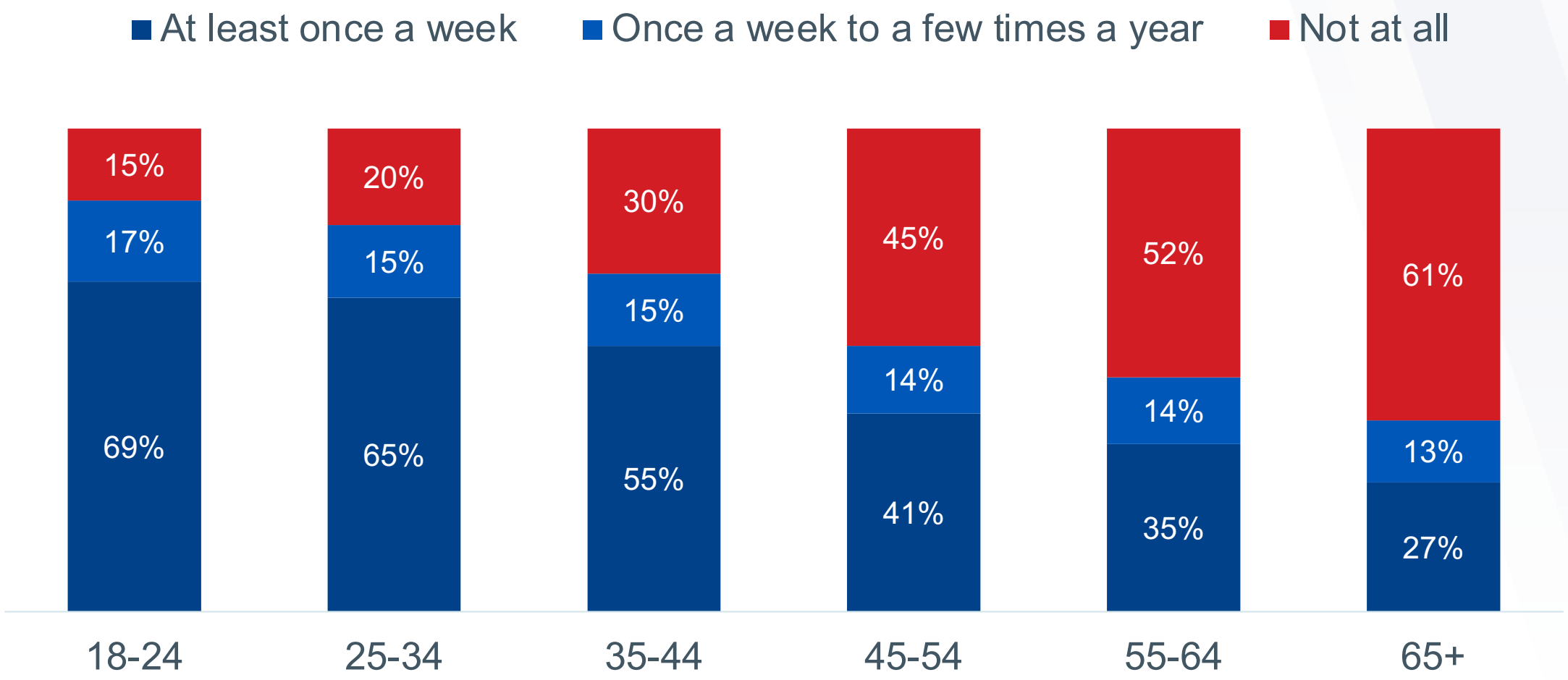
How frequently, do you use public generative AI tools at work? - by age groups



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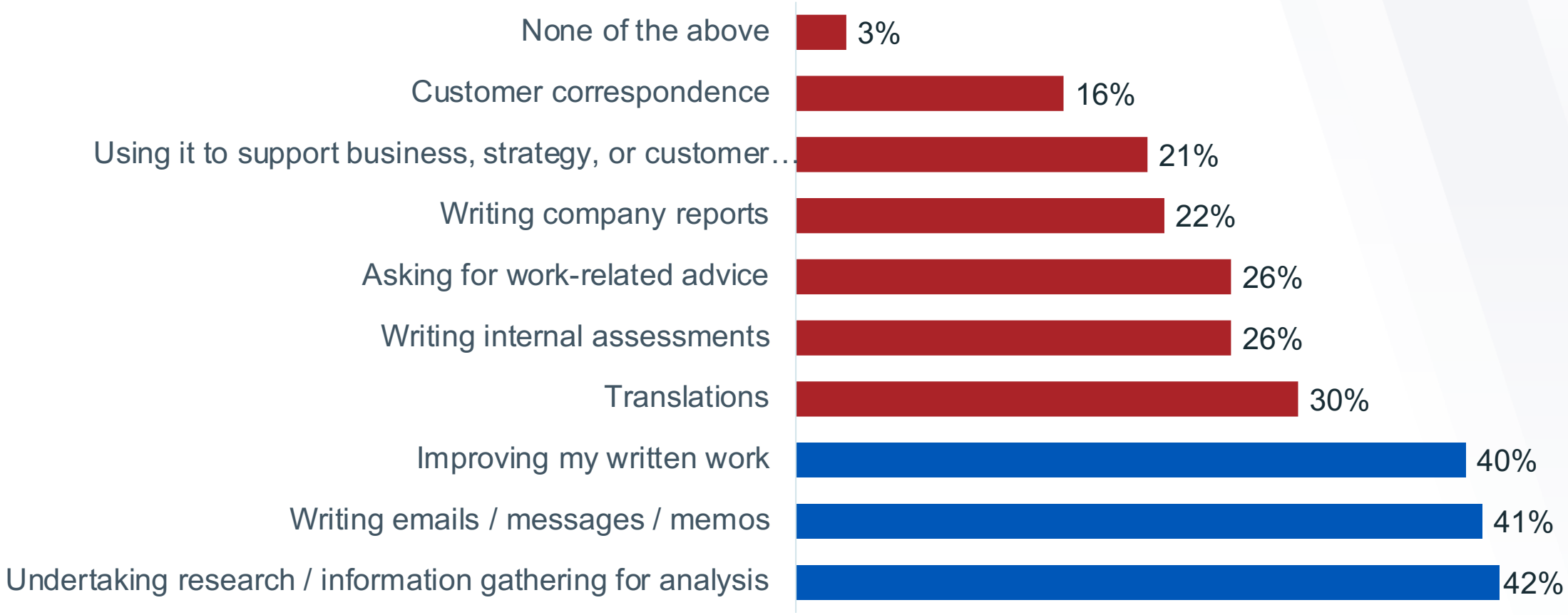

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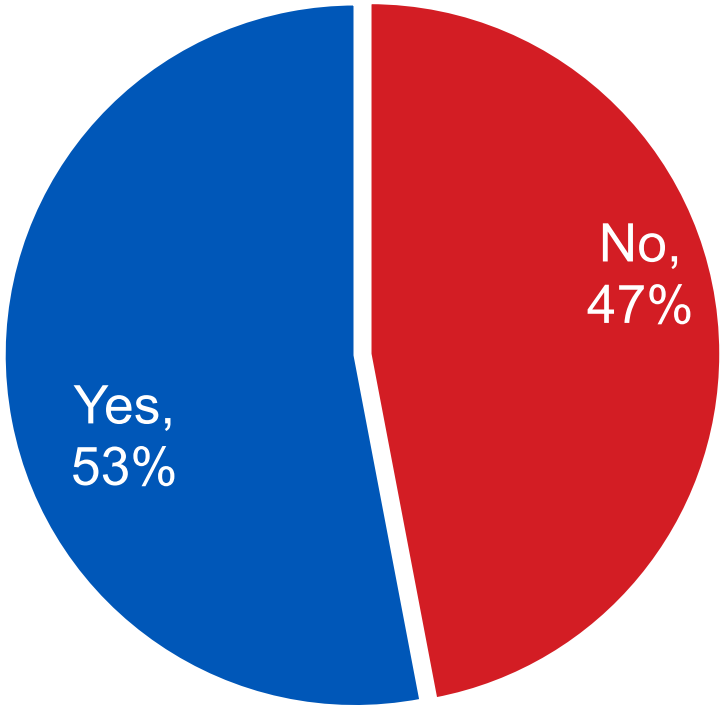

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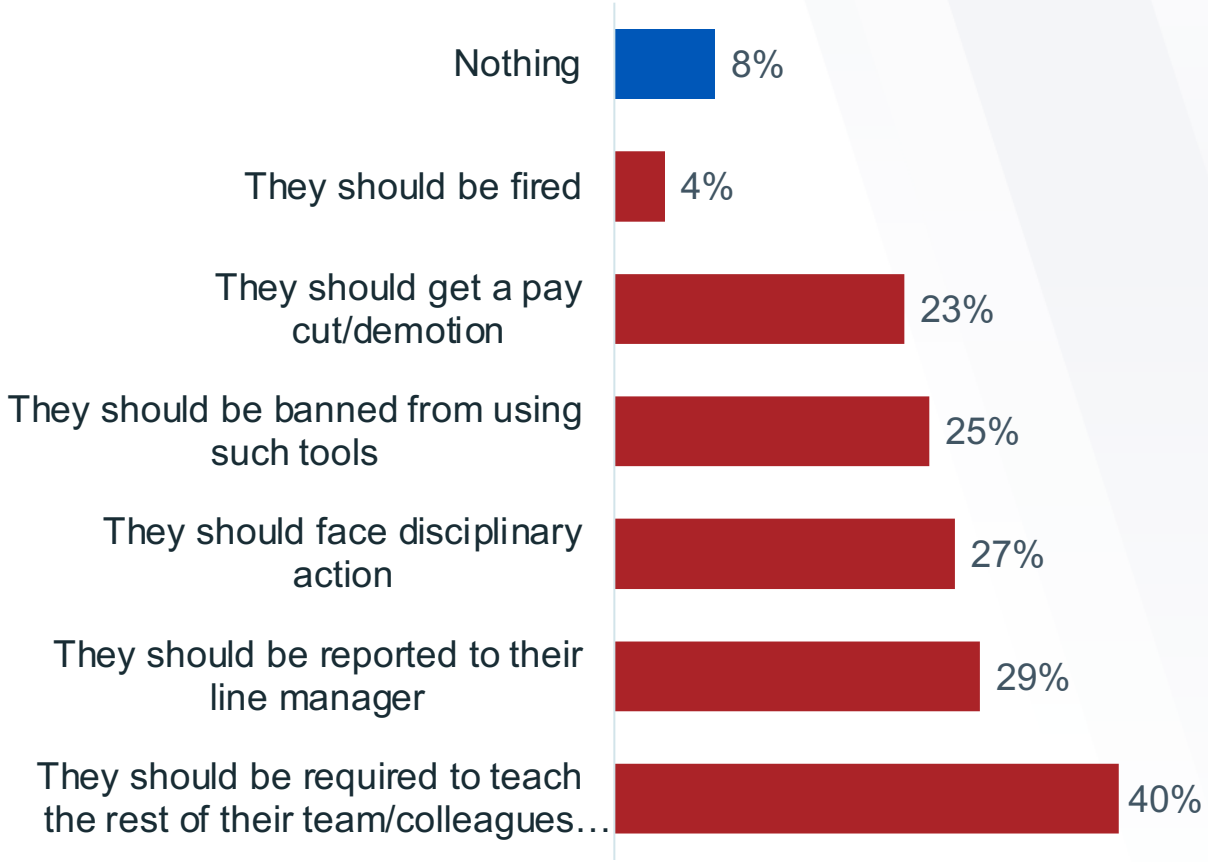

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What do you think are the risks to the business you work for, of using public generative AI tools, in the workplace?

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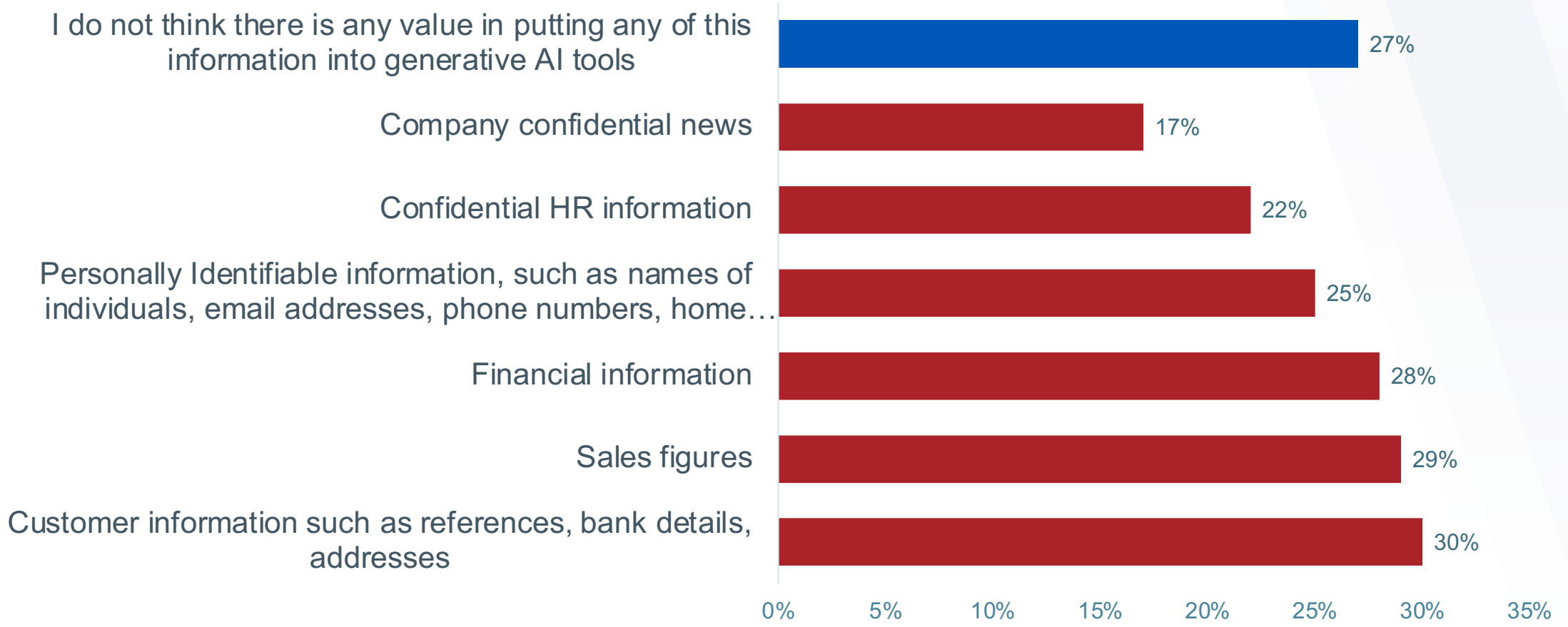
Do you think there is value to your business from inputting any of the following information into public generative AI tools?



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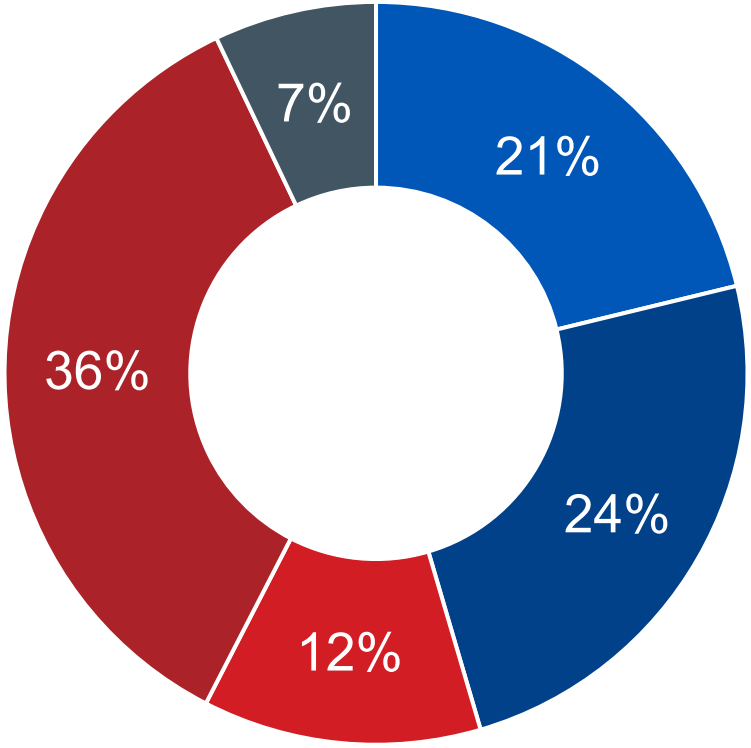
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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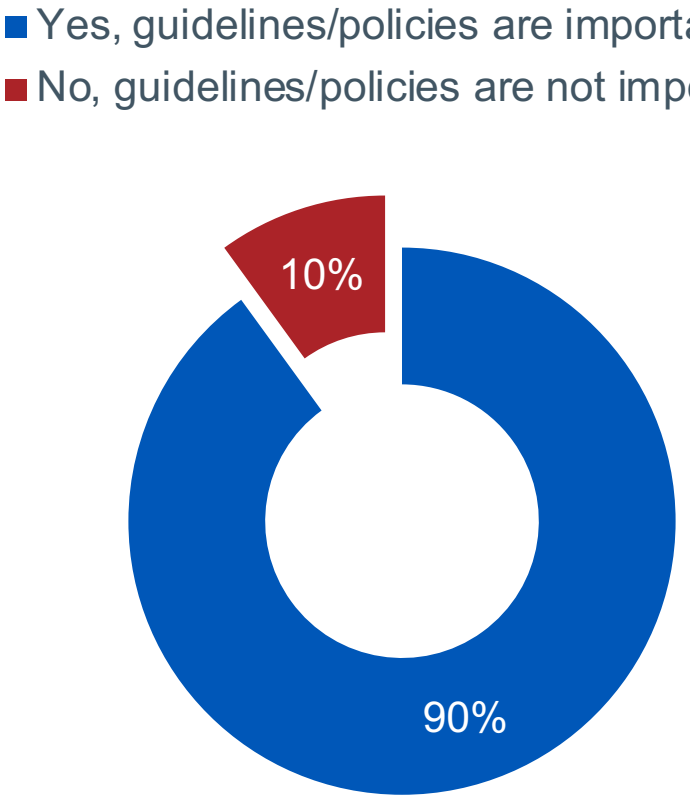
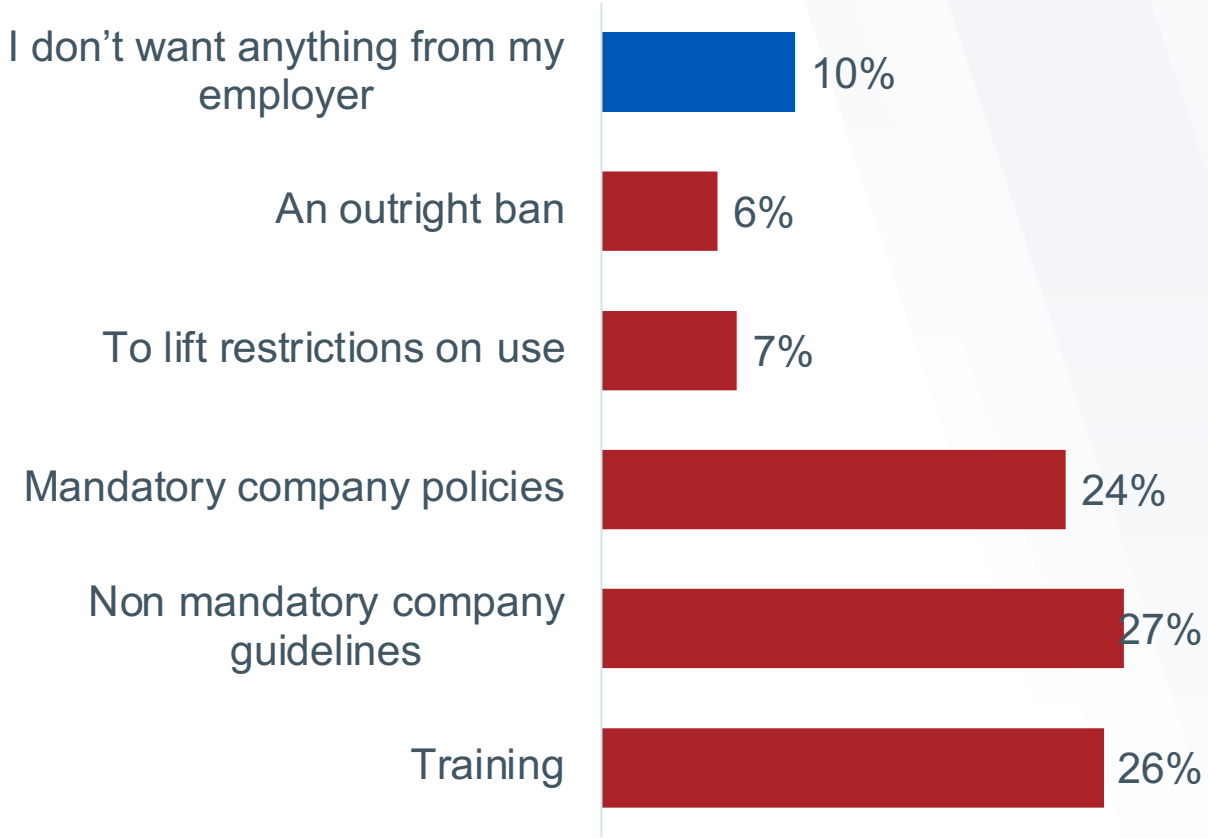
Do you think guidelines/policies on the use of AI tools, are important ?



What do you want from your employer on the use of AI tools in the workplace?



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UK

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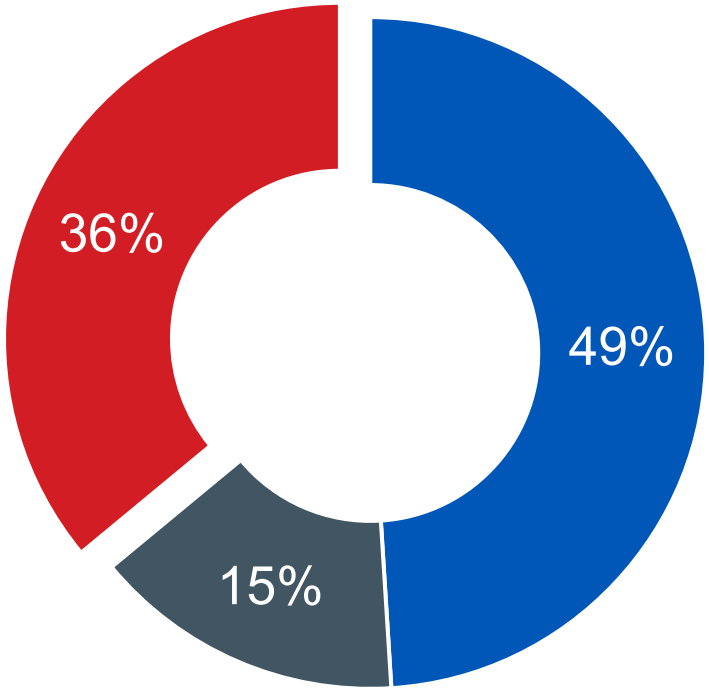
How frequently, do you use public generative AI tools at work?

Daily	19%
2-3 times a week	18%
Weekly	12%
2-3 times a month	6%
Monthly	5%
2-3 times a year	4%
Not at all	36%



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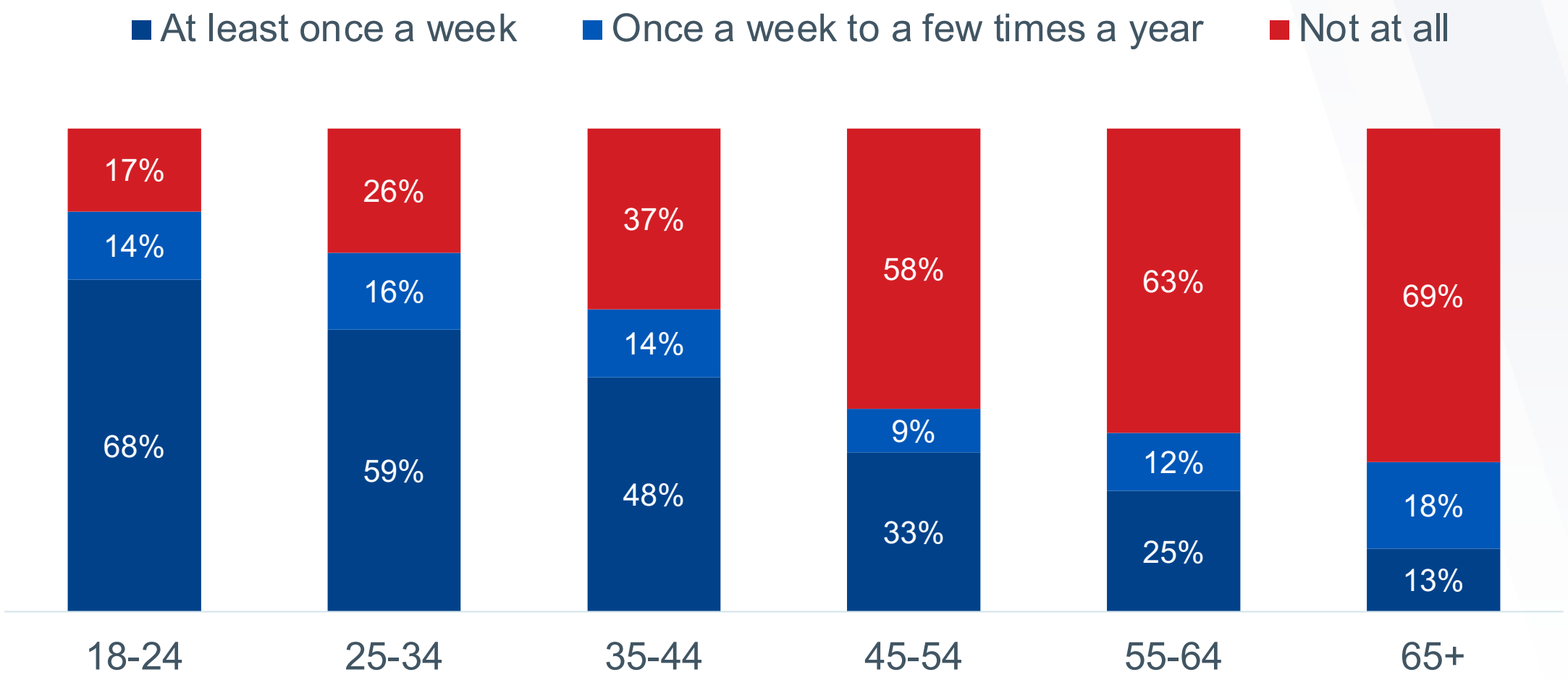
How frequently, do you use public generative AI tools at work? - by age groups



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Do you use public generative AI tools at work for any of the following?

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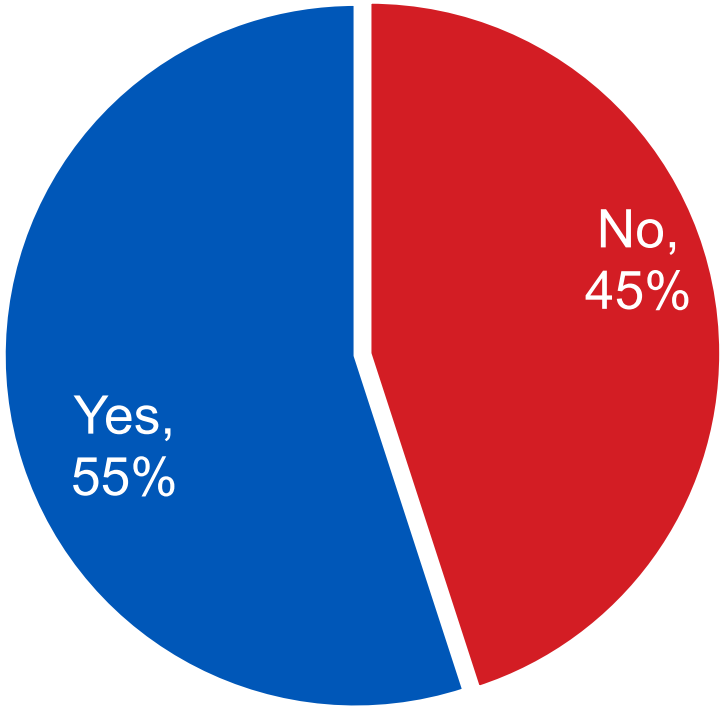

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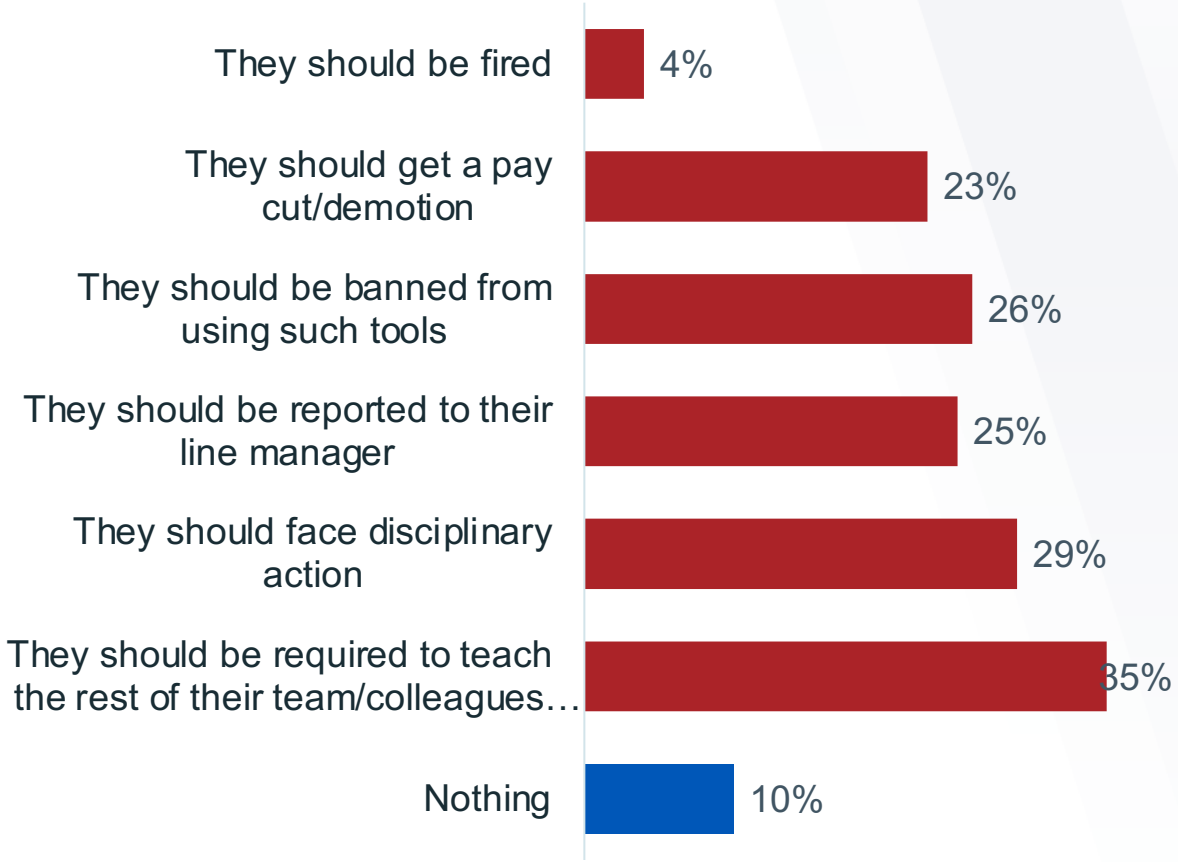

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What do you think are the risks to the business you work for, of using public generative AI tools in the workplace?

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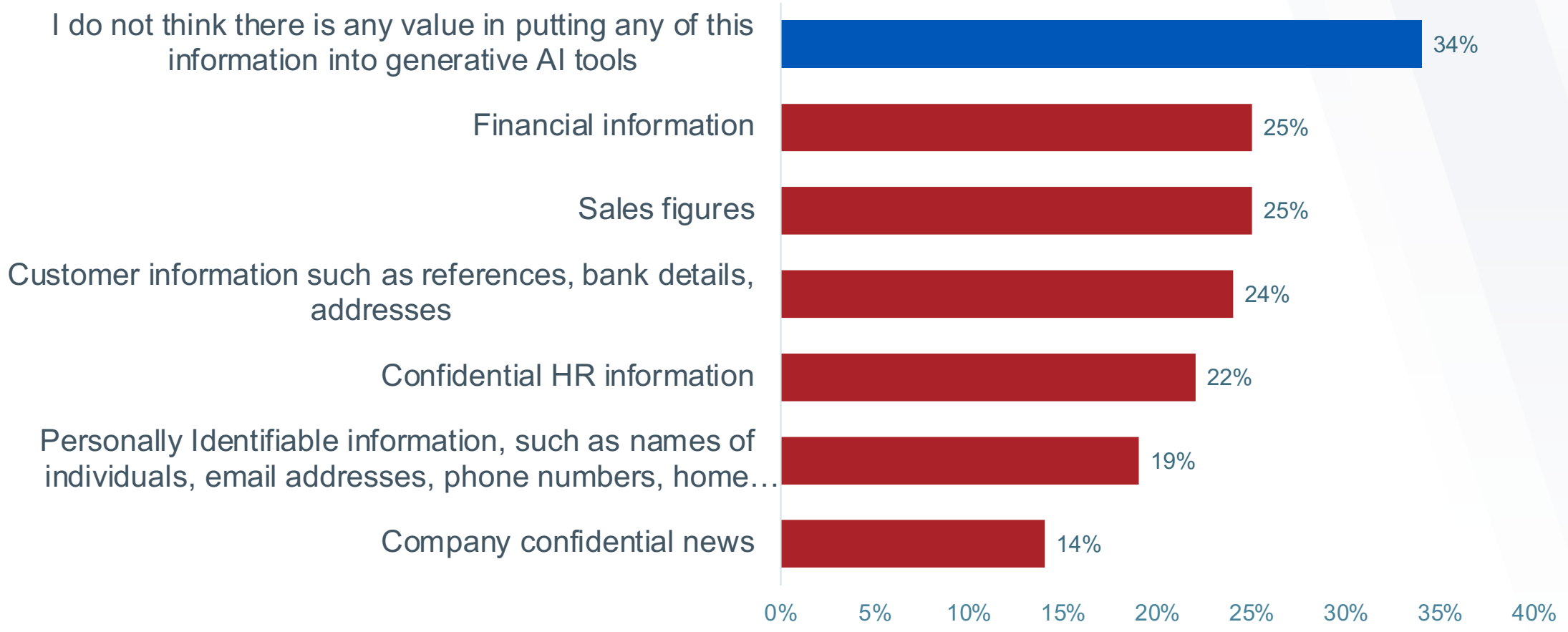

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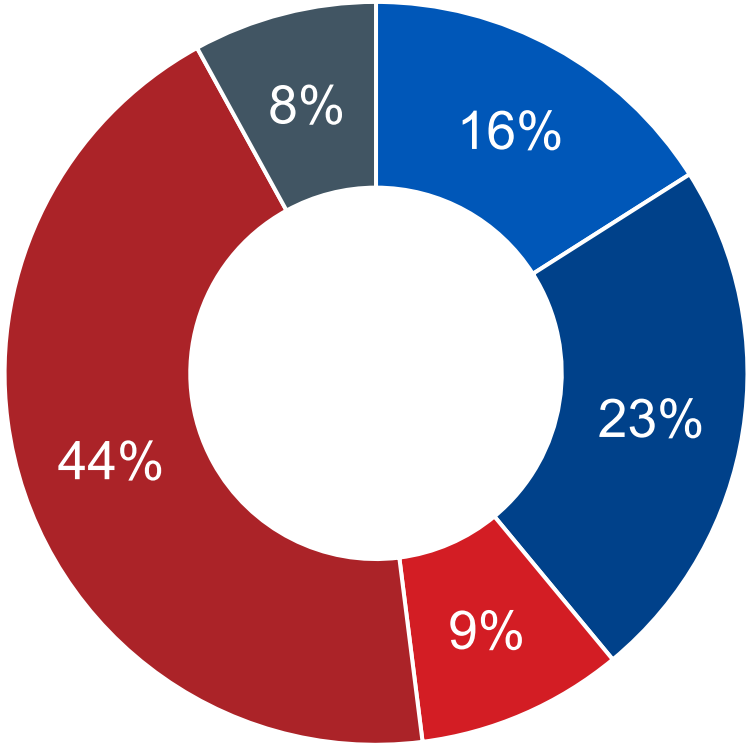
Has your employer ever communicated any guidance or policies on the use of AI tools at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
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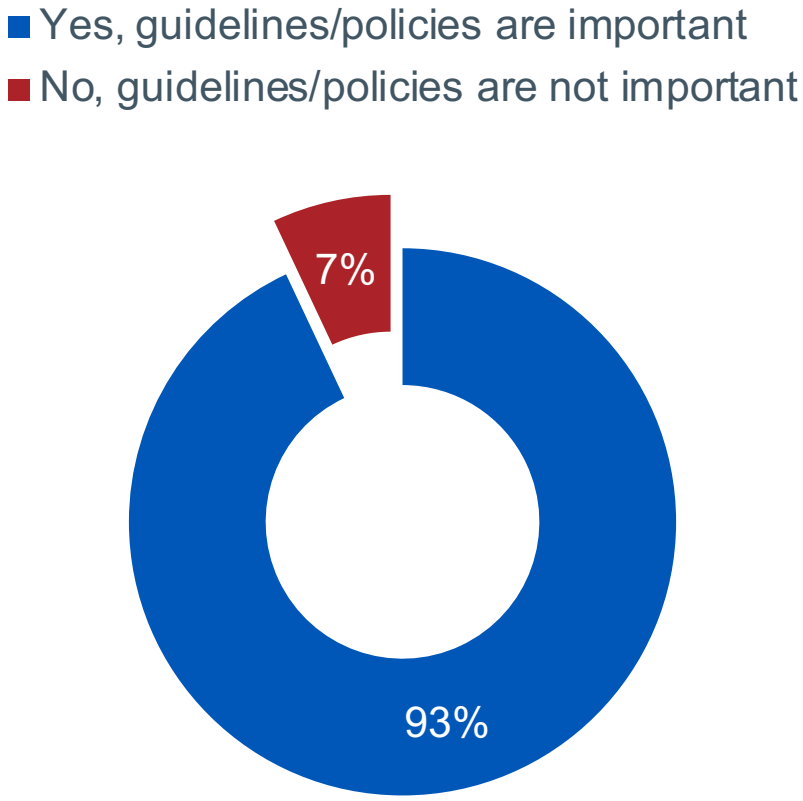
Do you think guidelines/policies on the use of generative AI tools, are important ?



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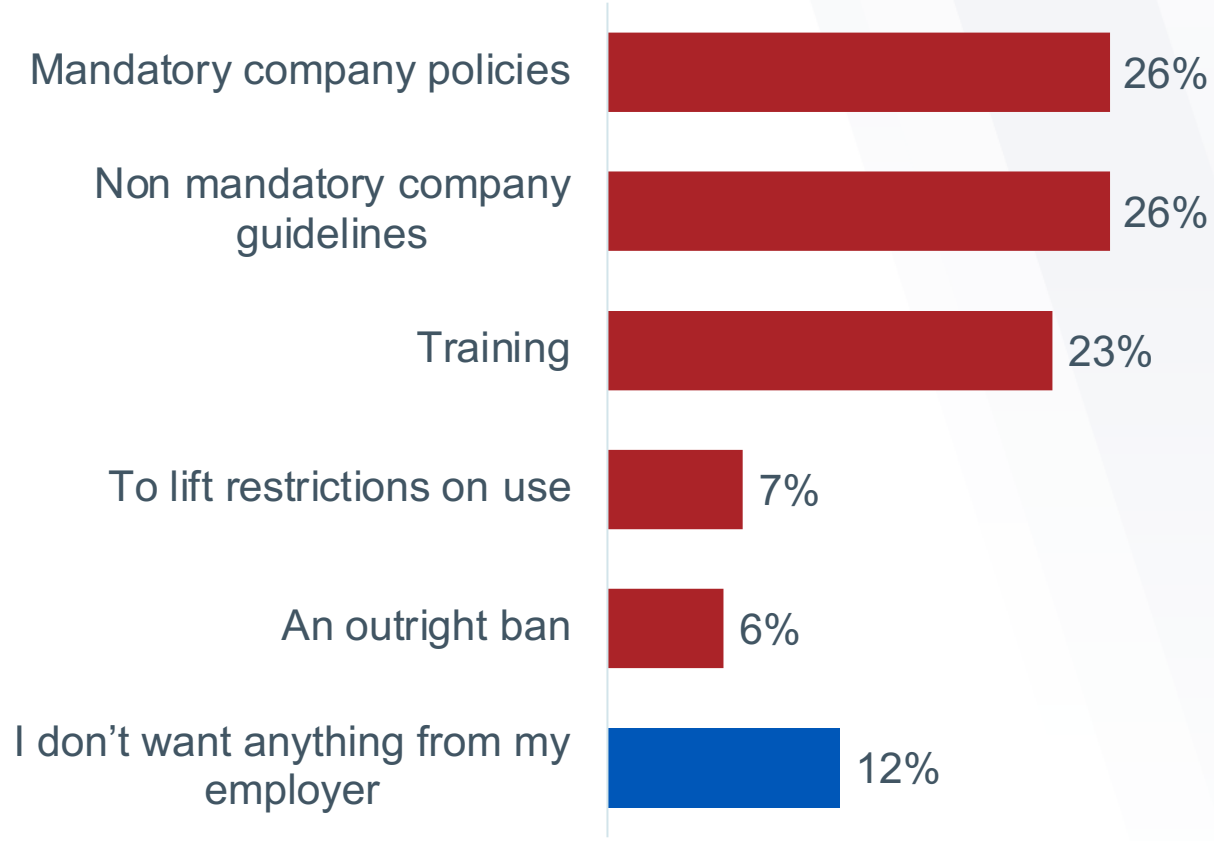

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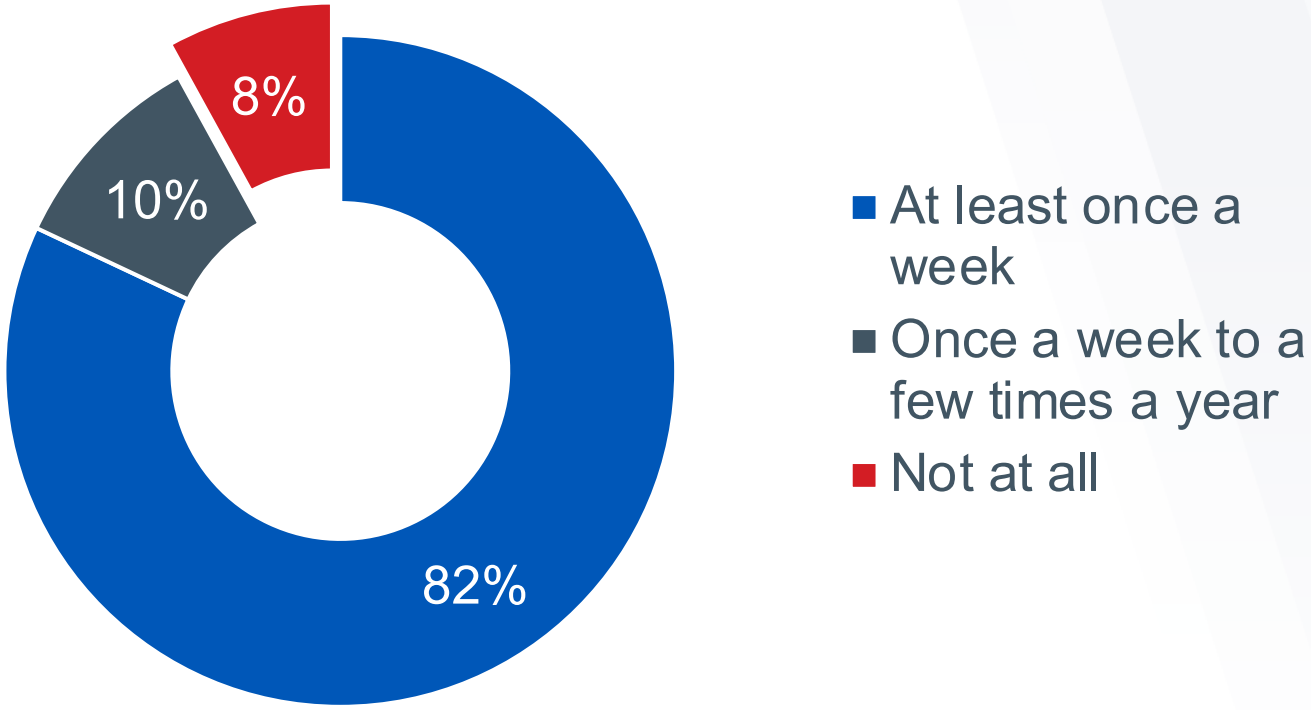
How frequently, do you use generative AI chatbots at work?

Daily	38%
2-3 times a week	29%
Weekly	15%
2-3 times a month	5%
Monthly	5%
2-3 times a year	0%
Not at all	8%



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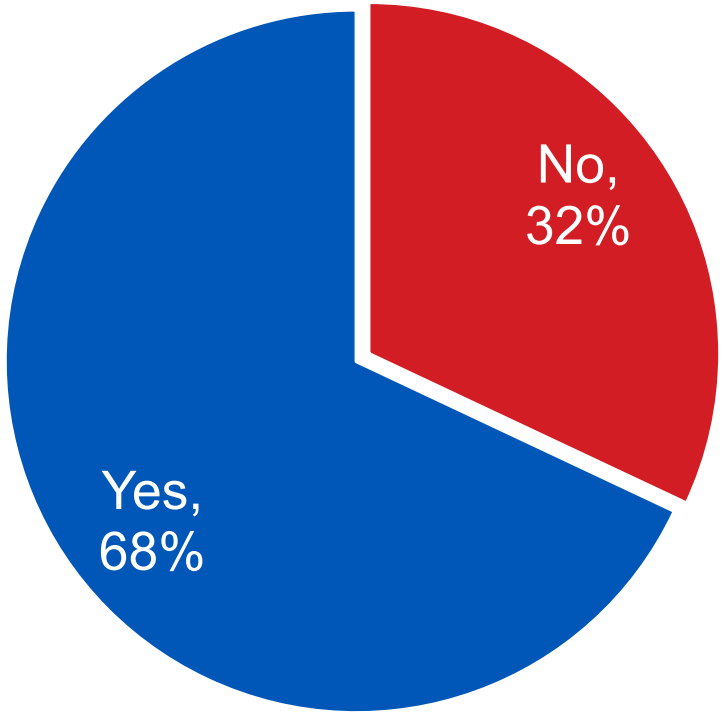

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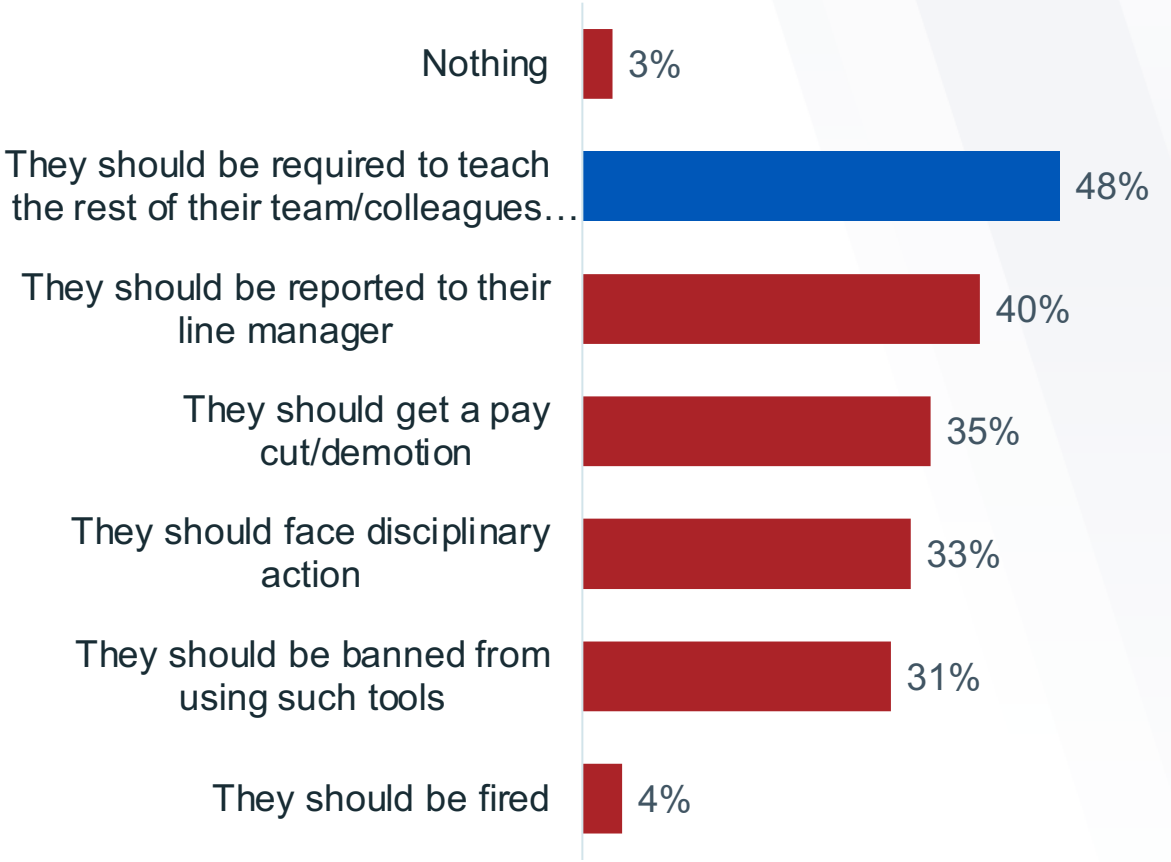

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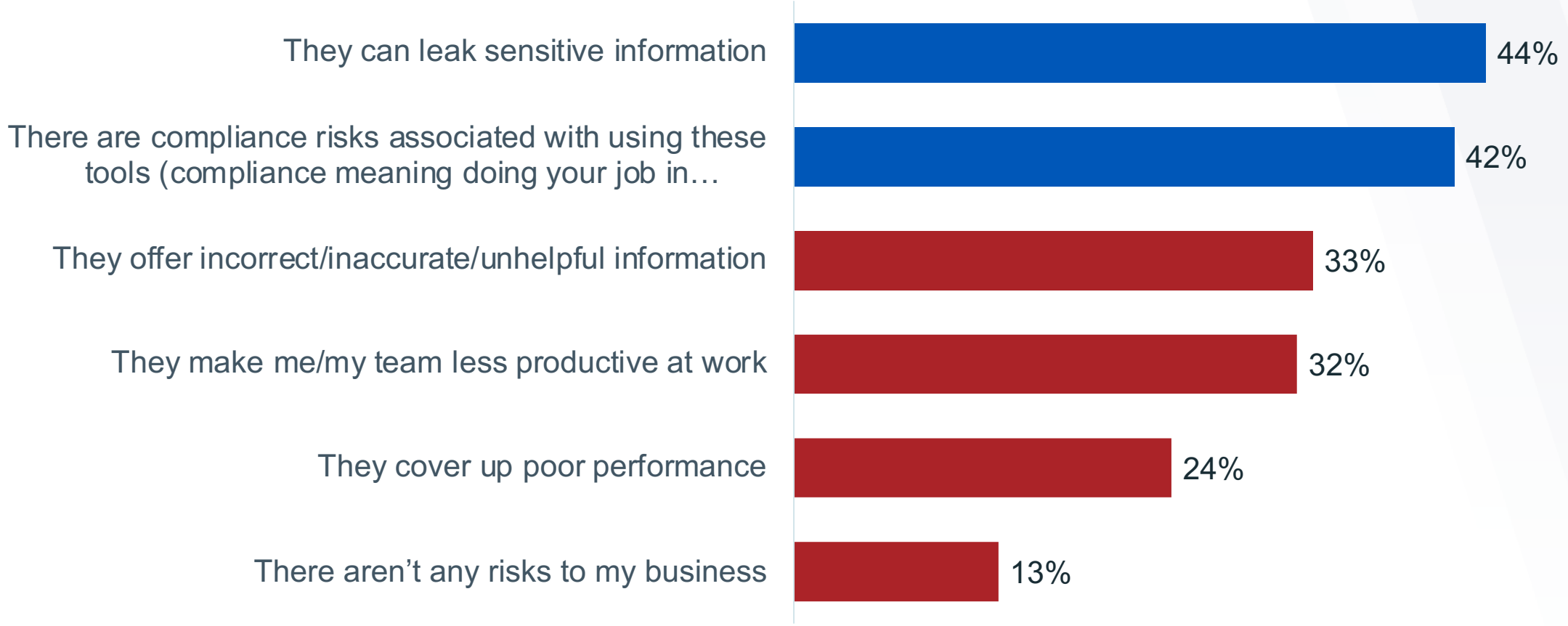

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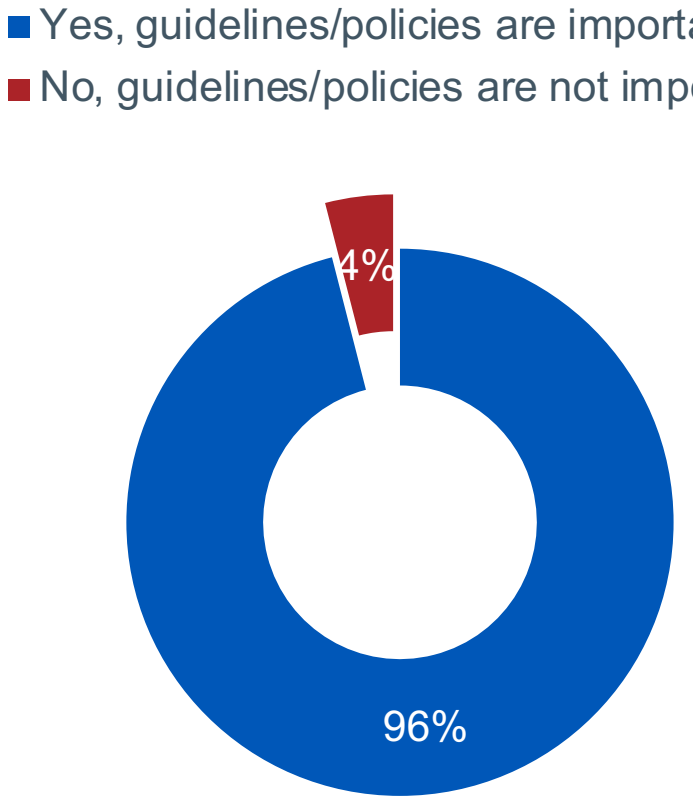

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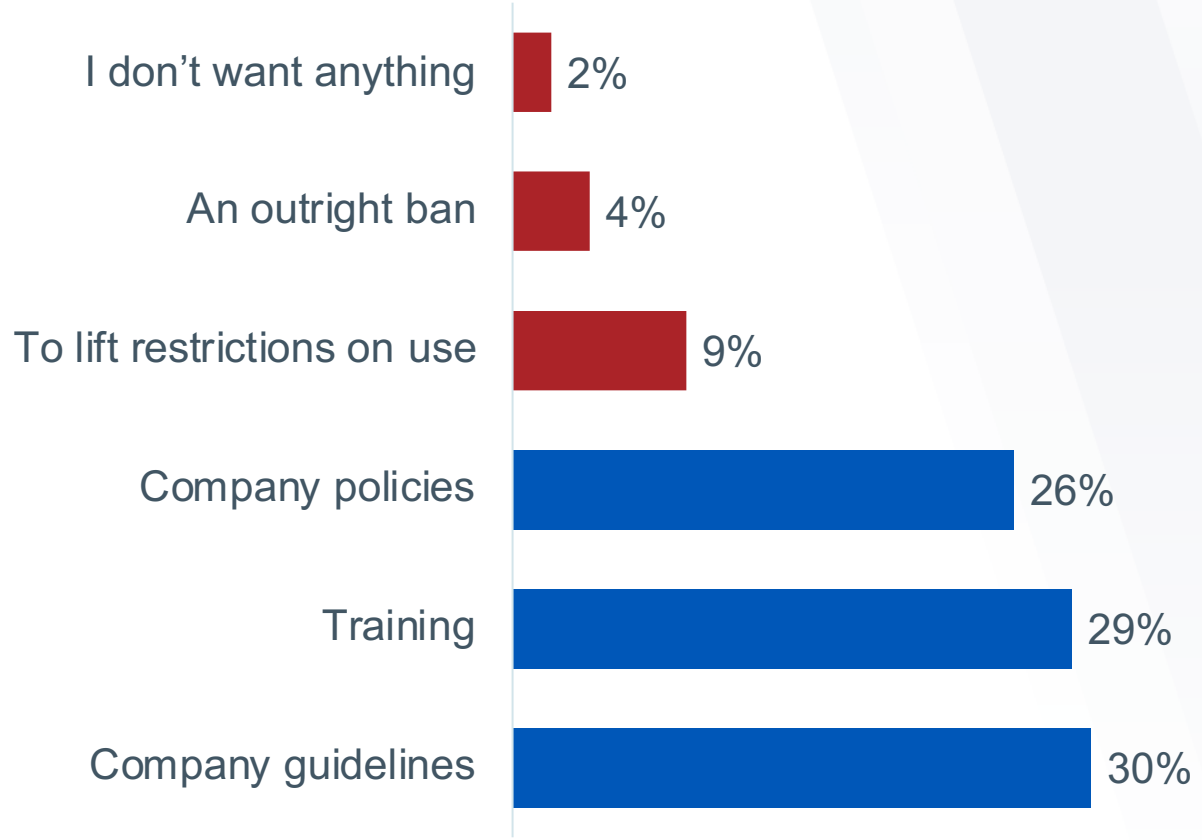

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Germany

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How frequently, do you use generative AI chatbots at work?

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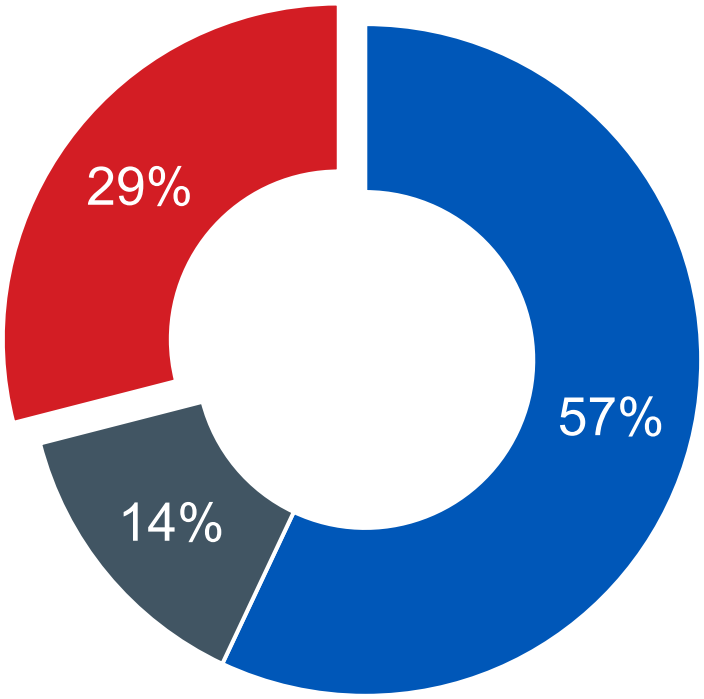

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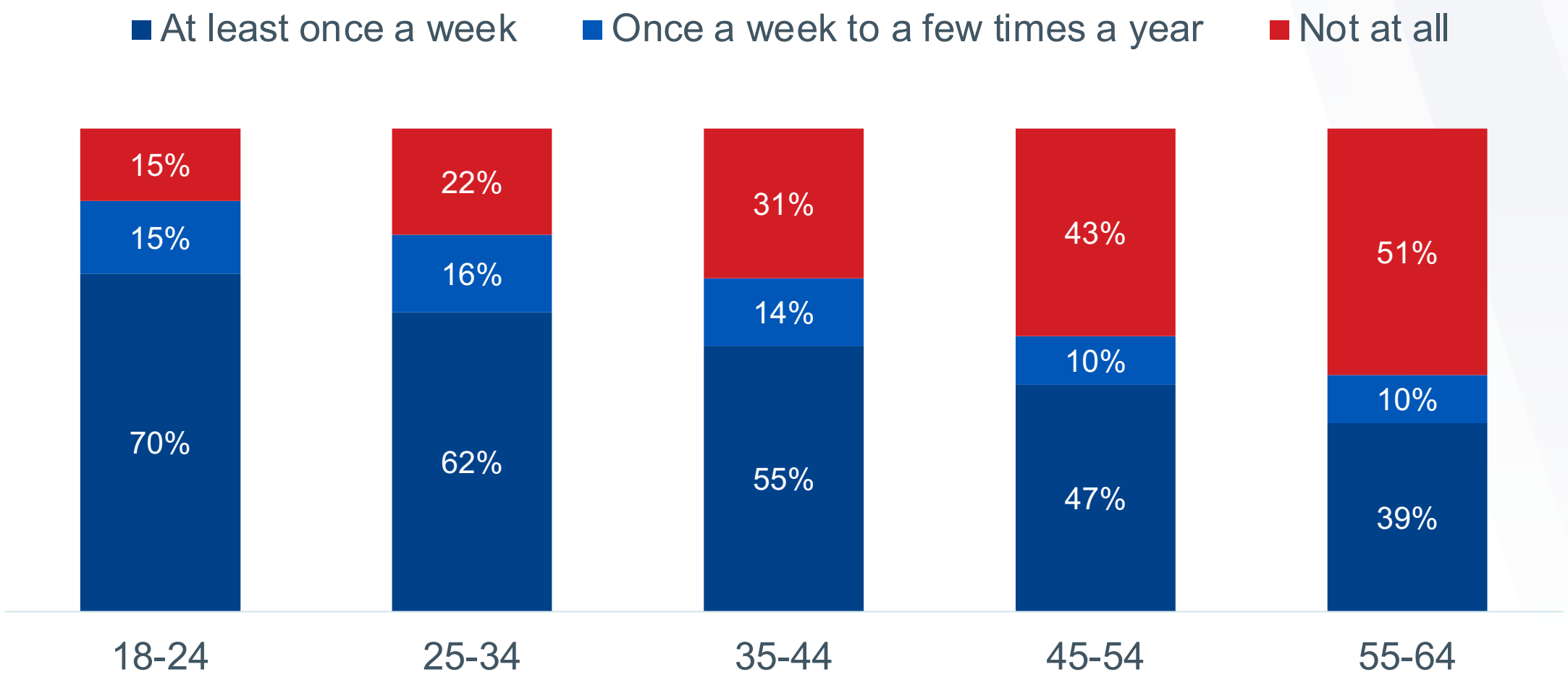
How frequently, do you use generative AI chatbots at work? - by age groups



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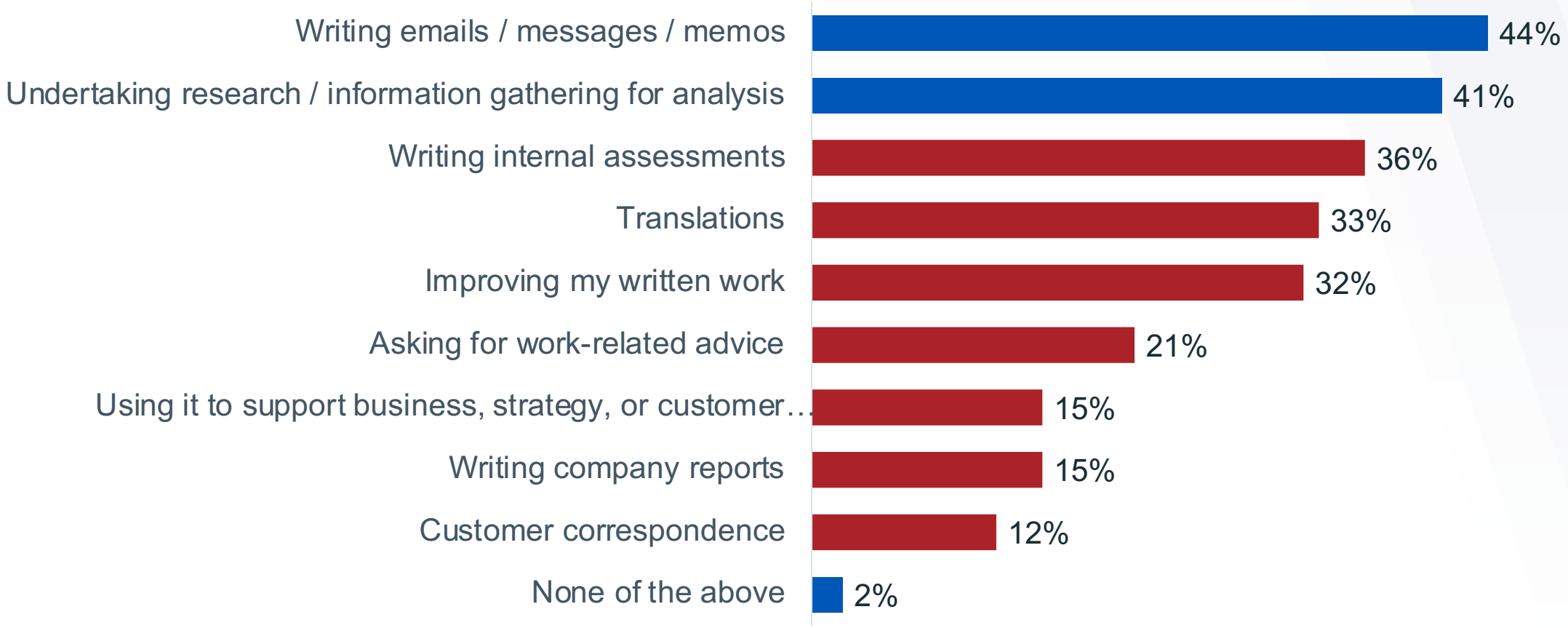
Do you use generative AI chatbots at work for any of the following?



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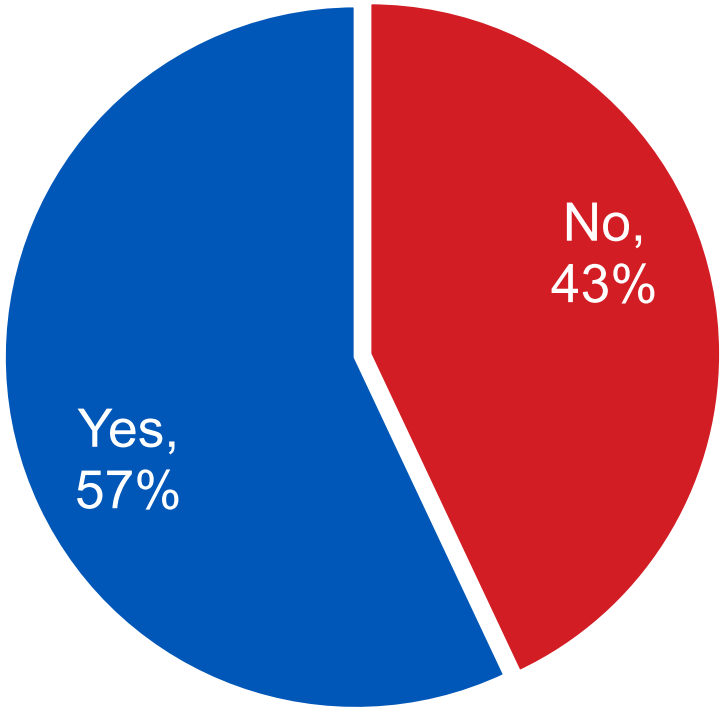

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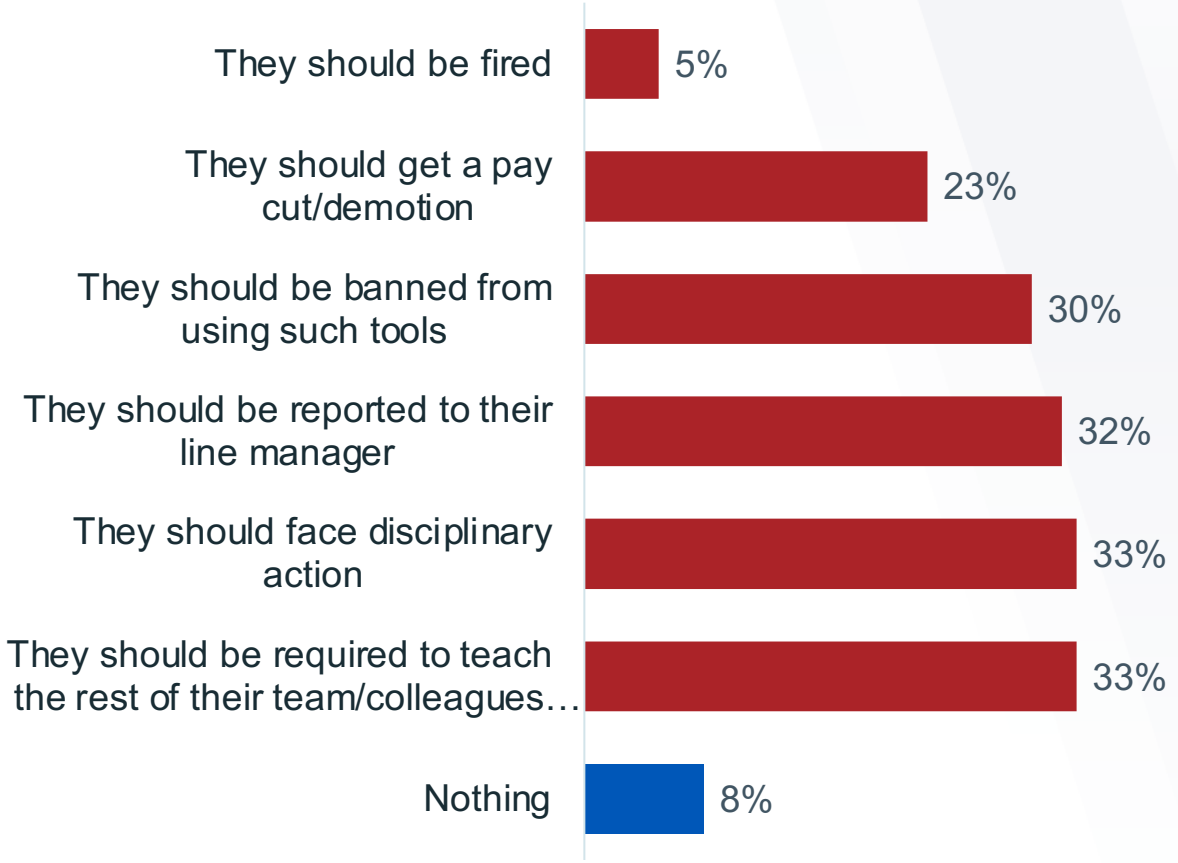

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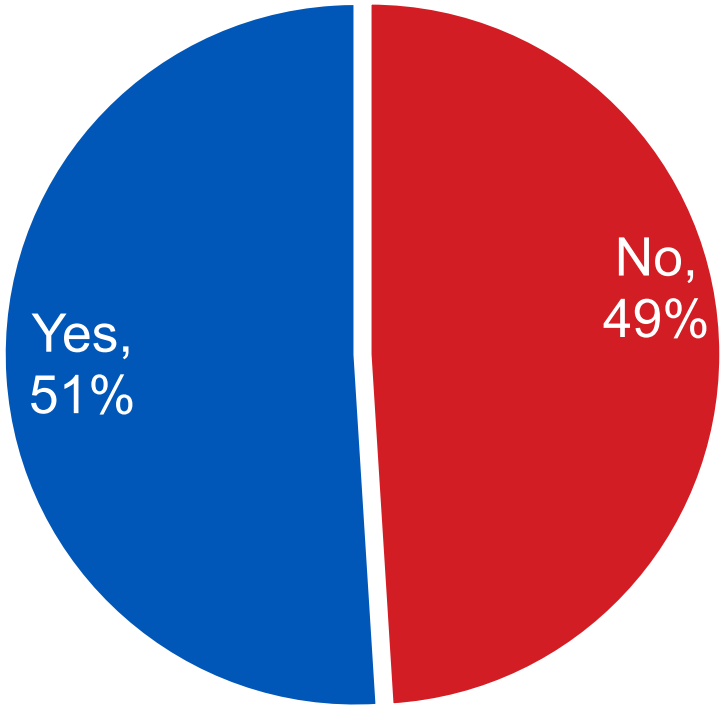
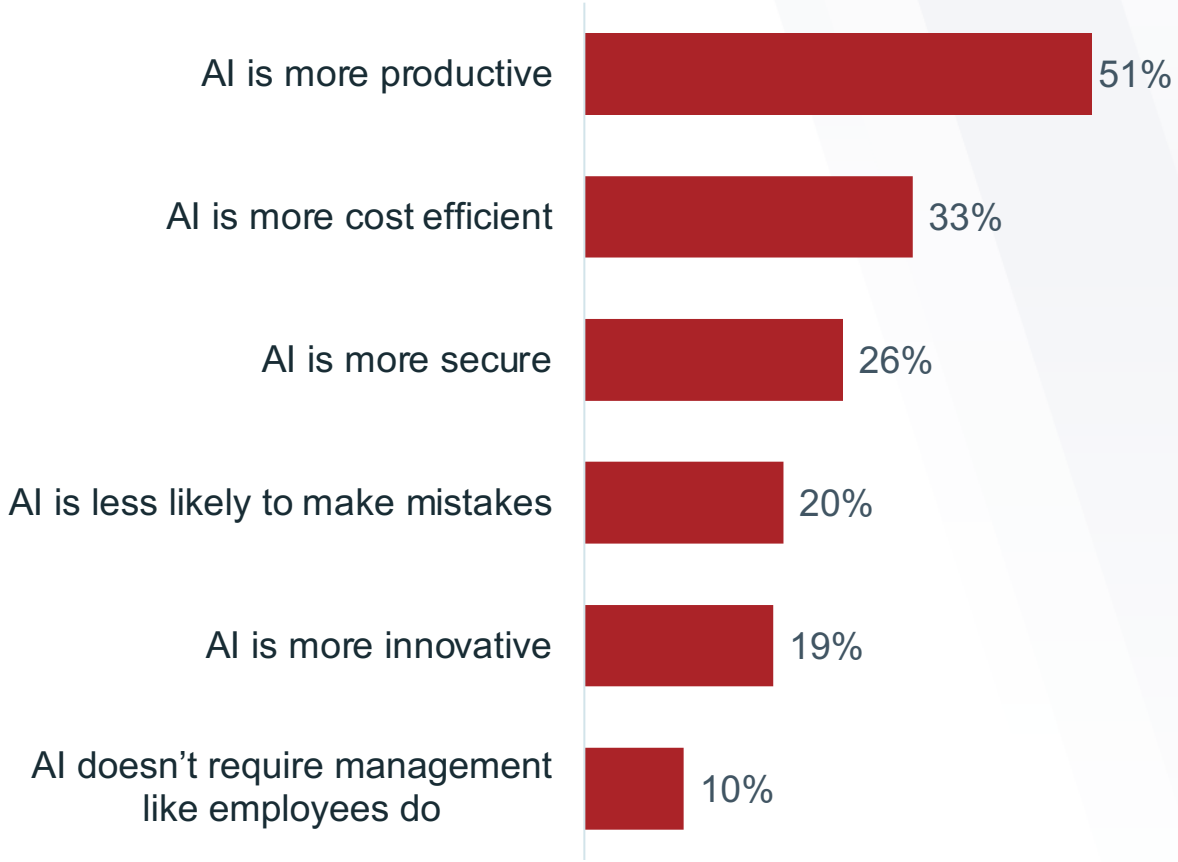
Do you think your employer will replace roles in your organisation with AI within the next three years? Why ?





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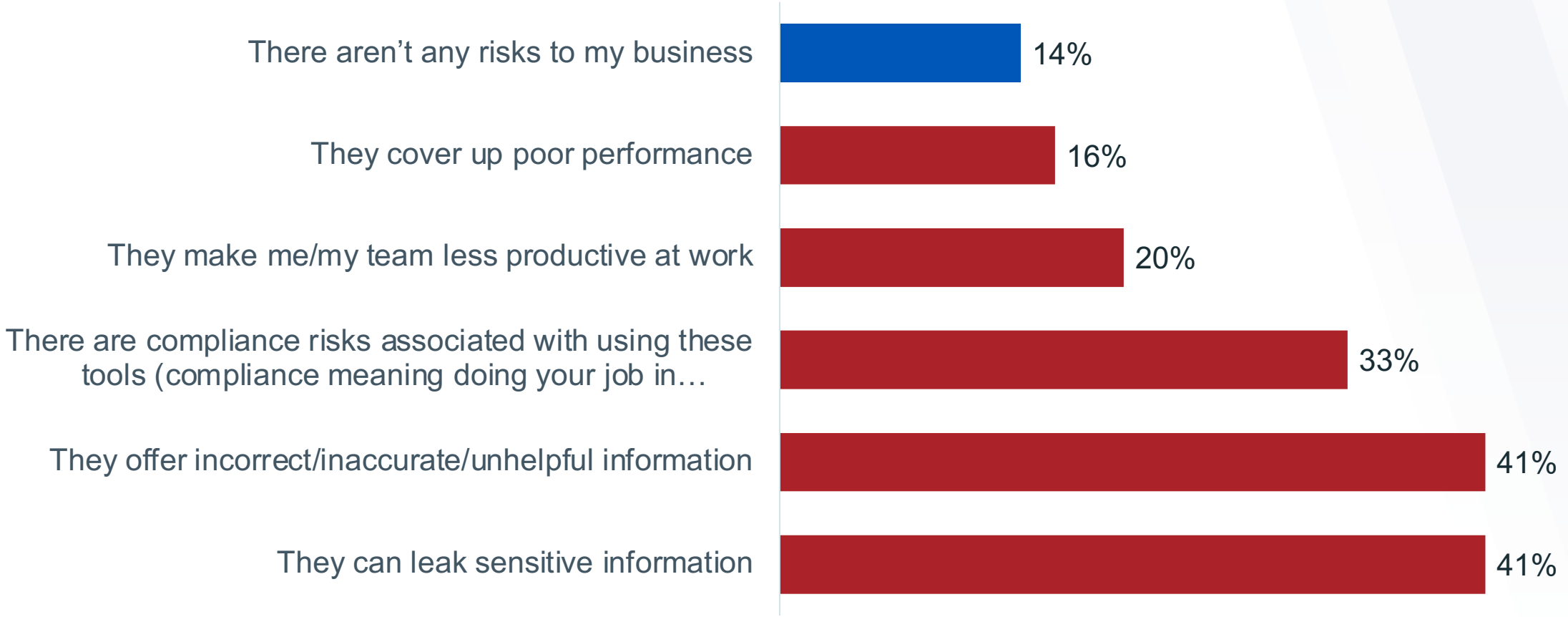

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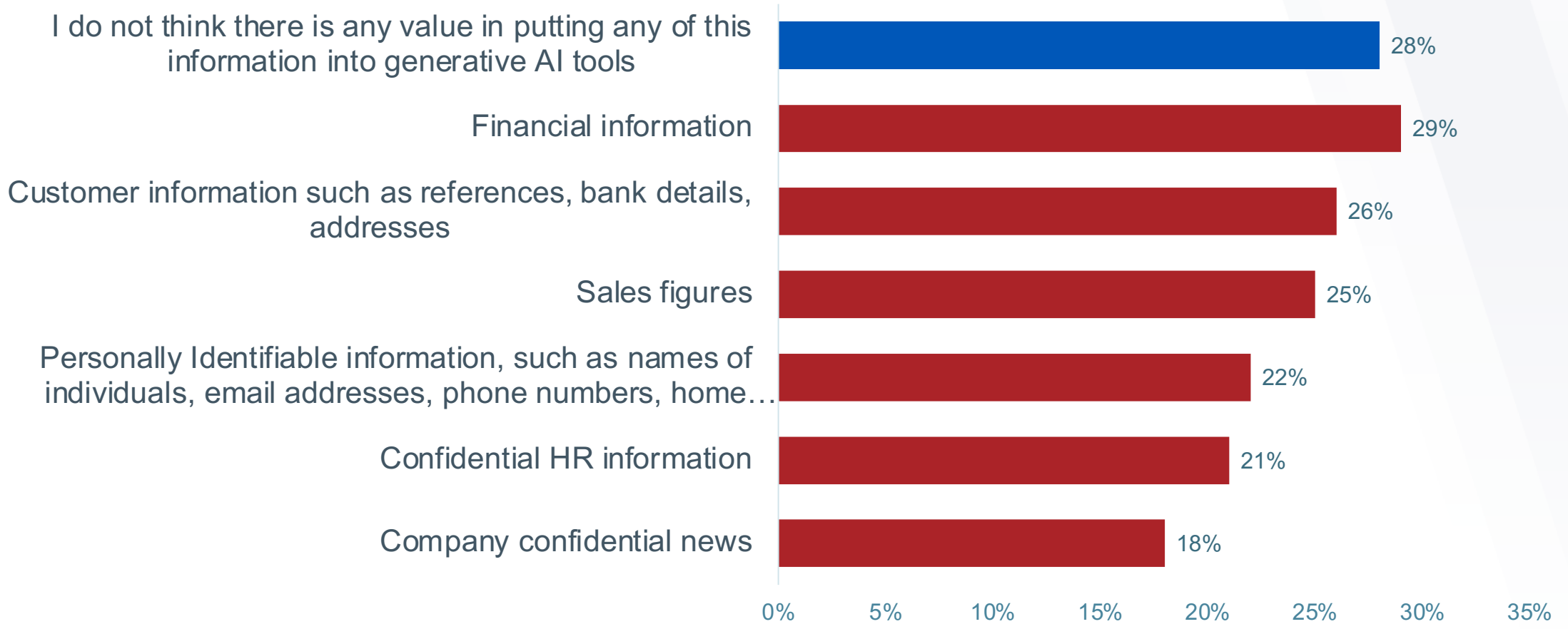
Do you think there is value to your business from inputting any of the following information into a generative AI chatbot ?



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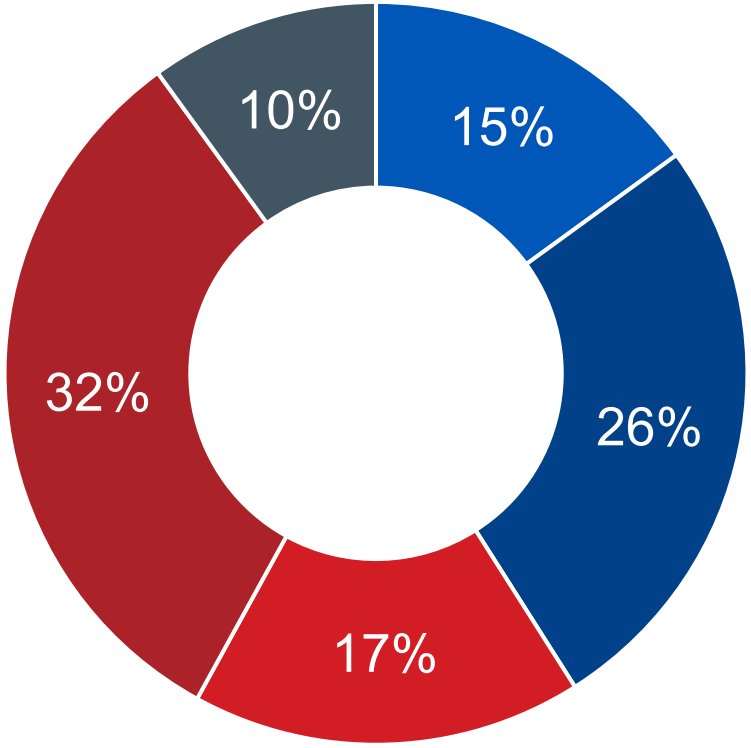
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
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- No, we have received nothing
- I don’t know

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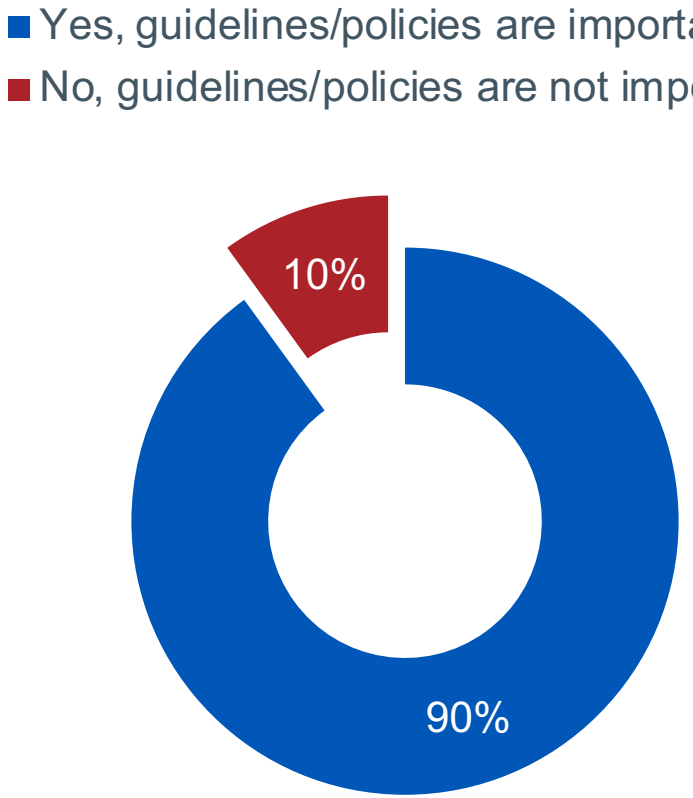
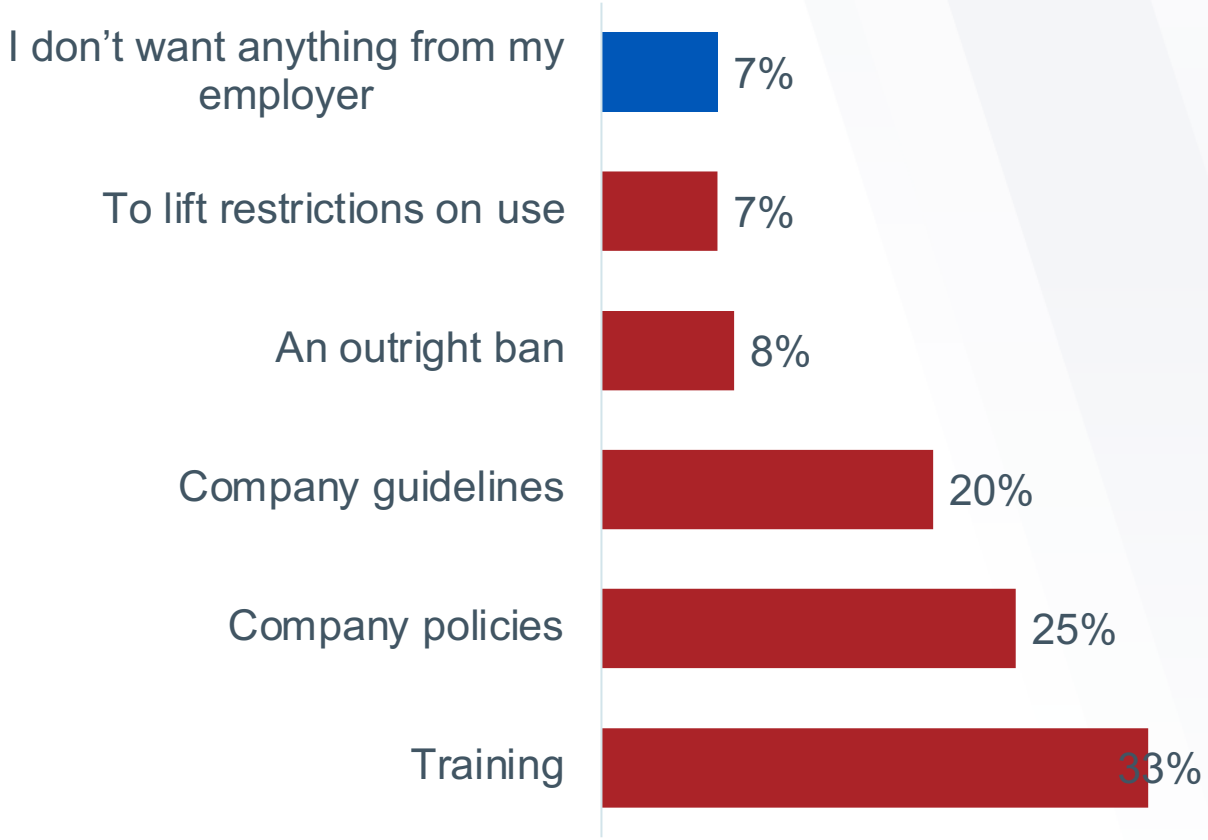
Do you think guidelines/policies on the use of generative AI chatbots, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?



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France

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How frequently, do you use public generative AI tools at work?

Daily	18%
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Weekly	13%
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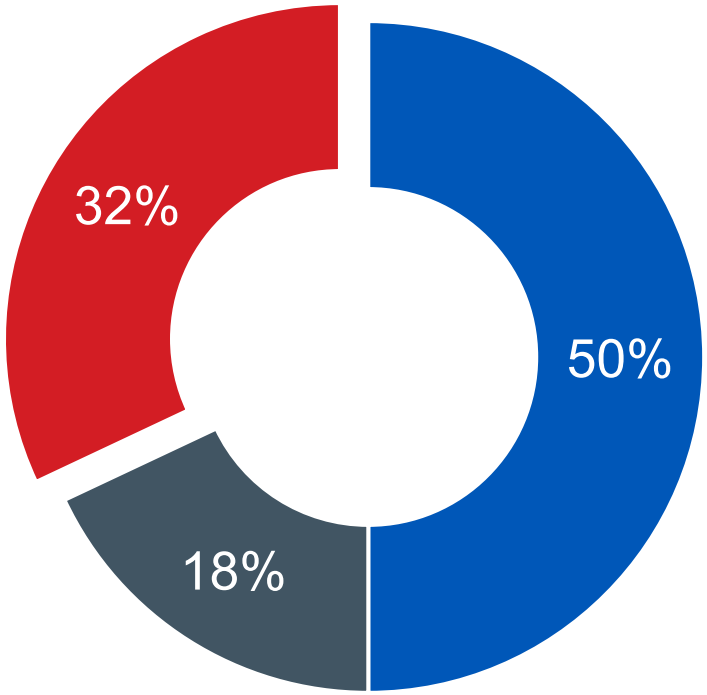

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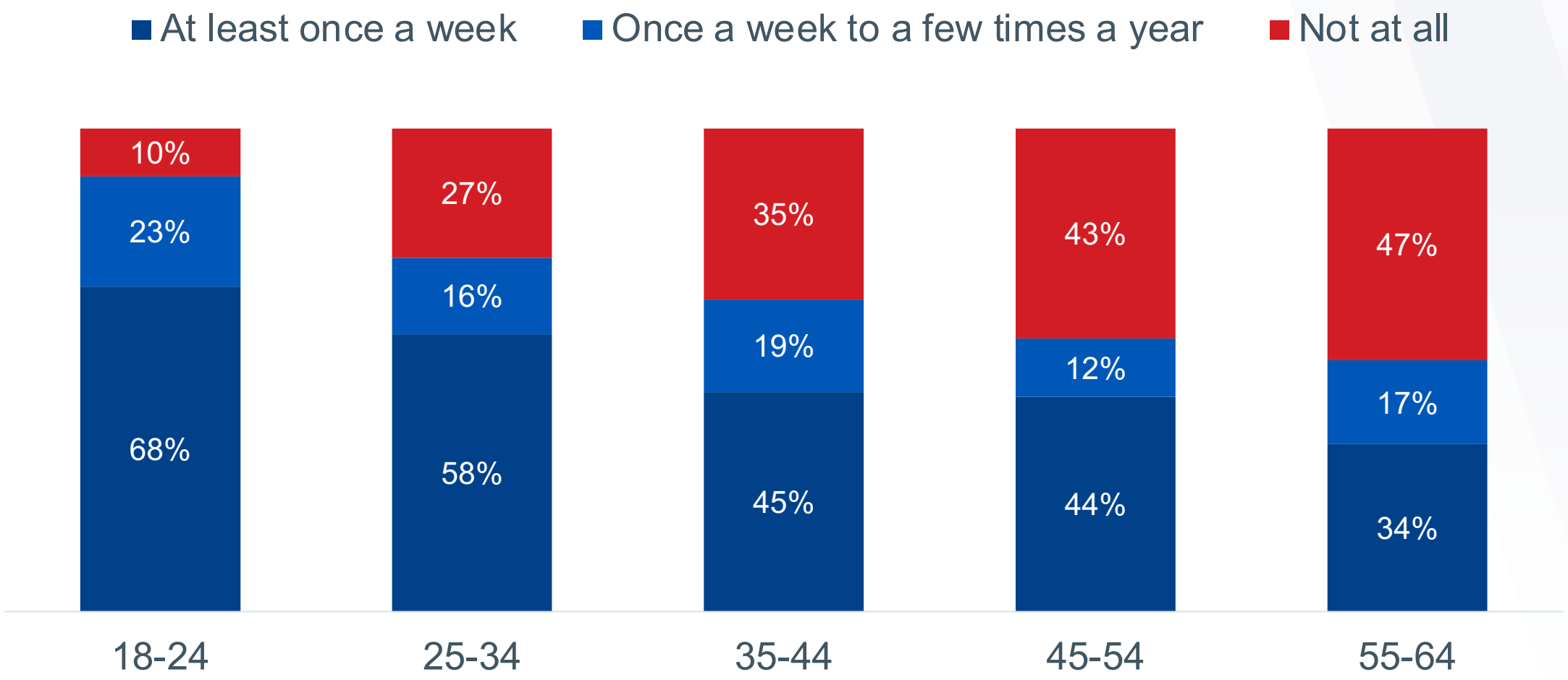

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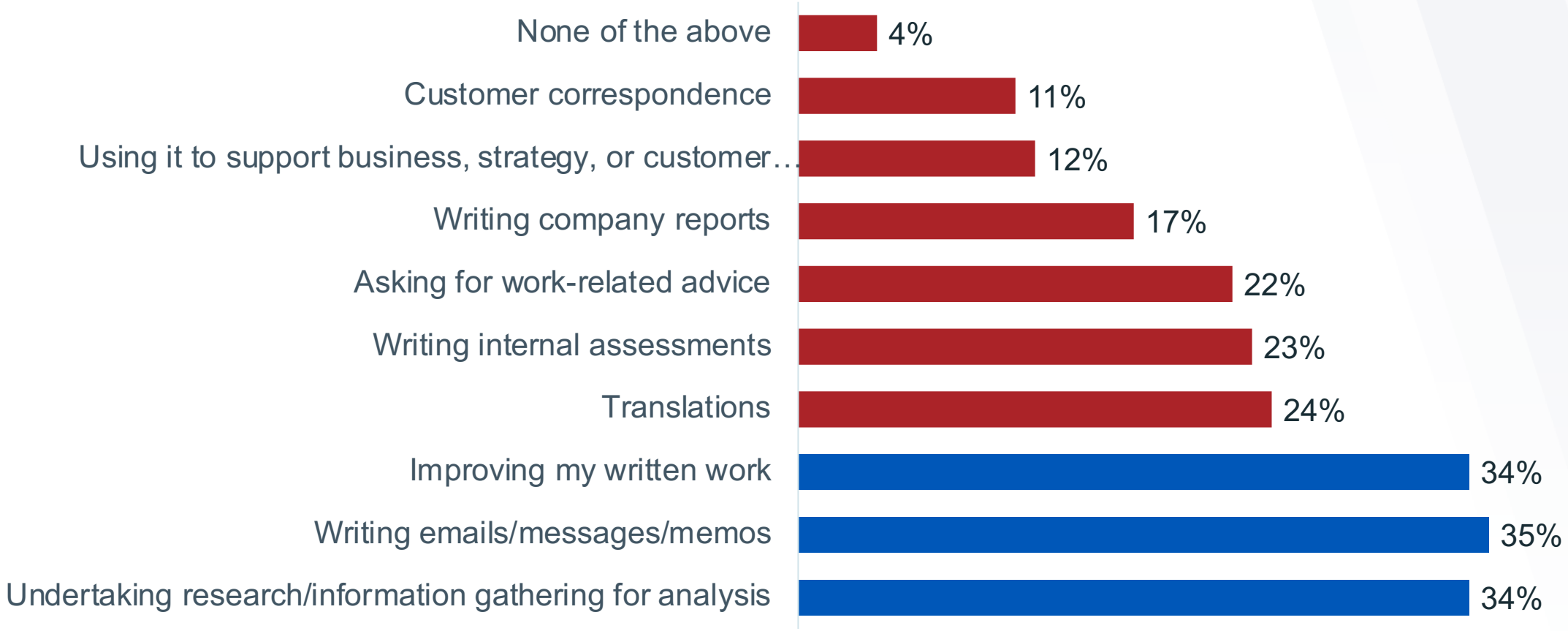

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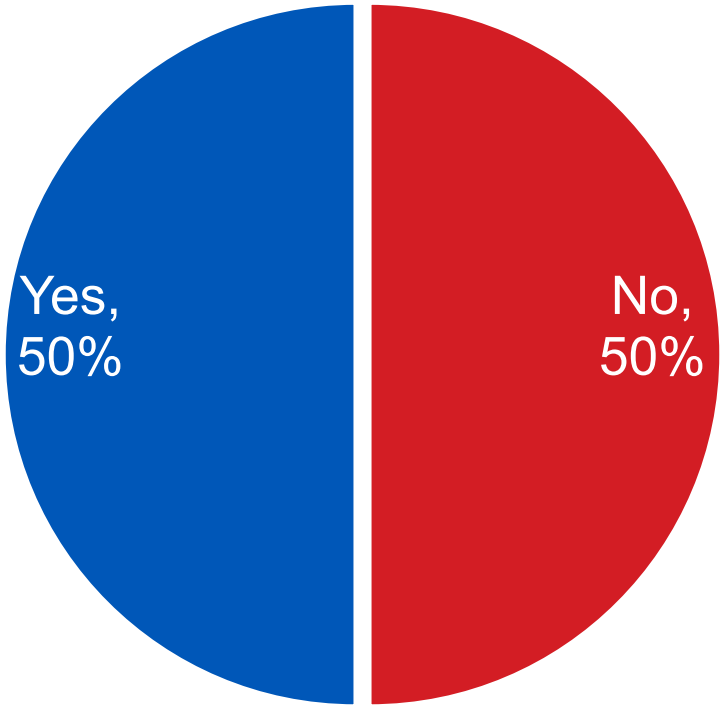
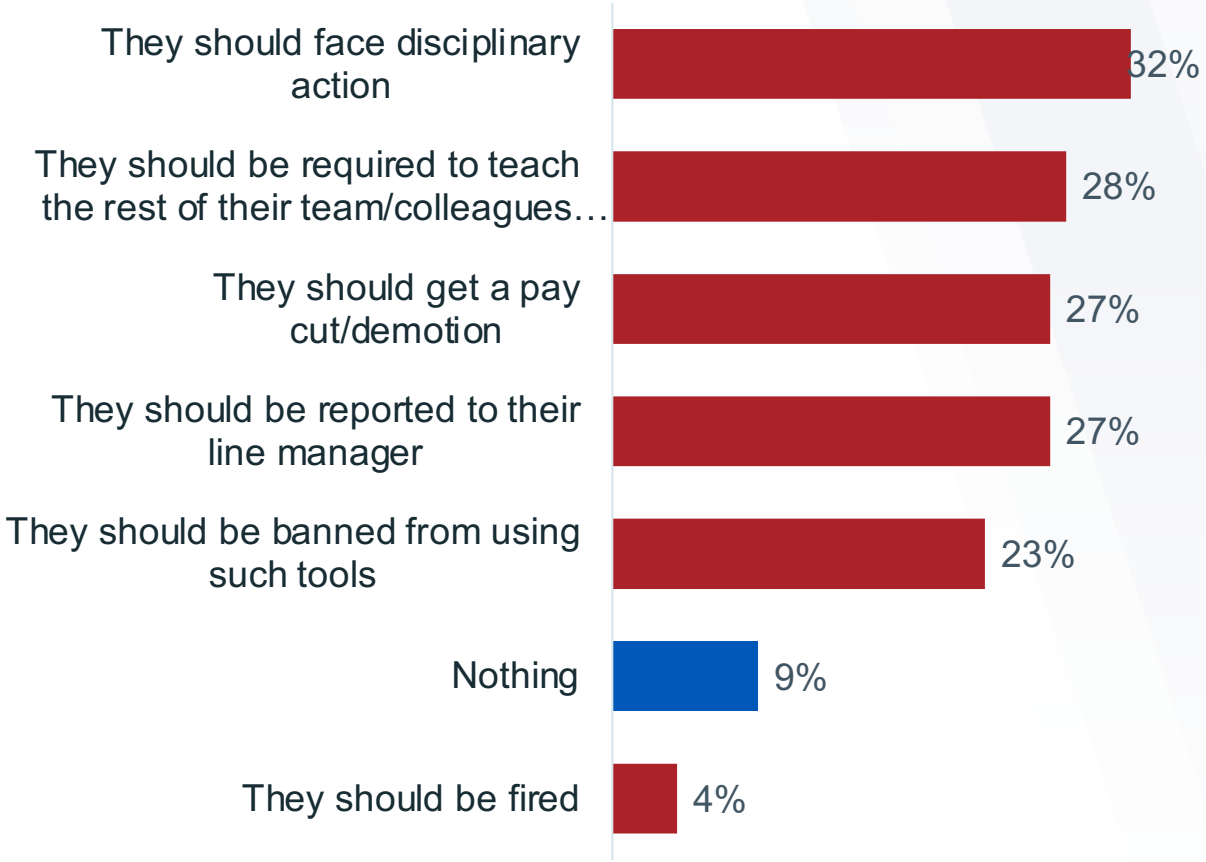


What do you think would be an appropriate course of action for them?



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What do you think are the risks to the business you work for, of using public generative AI tools, in the workplace?

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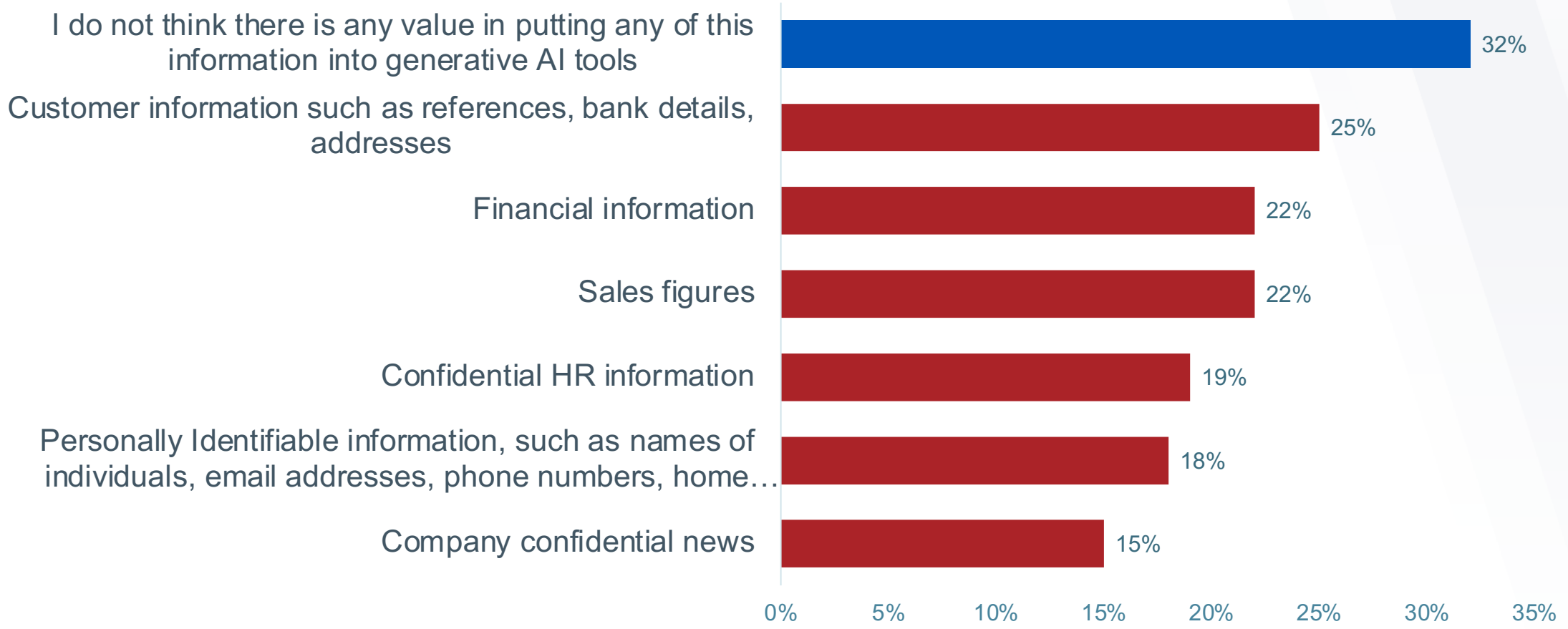
Do you think there is value to your business from inputting any of the following information into public generative AI tools?



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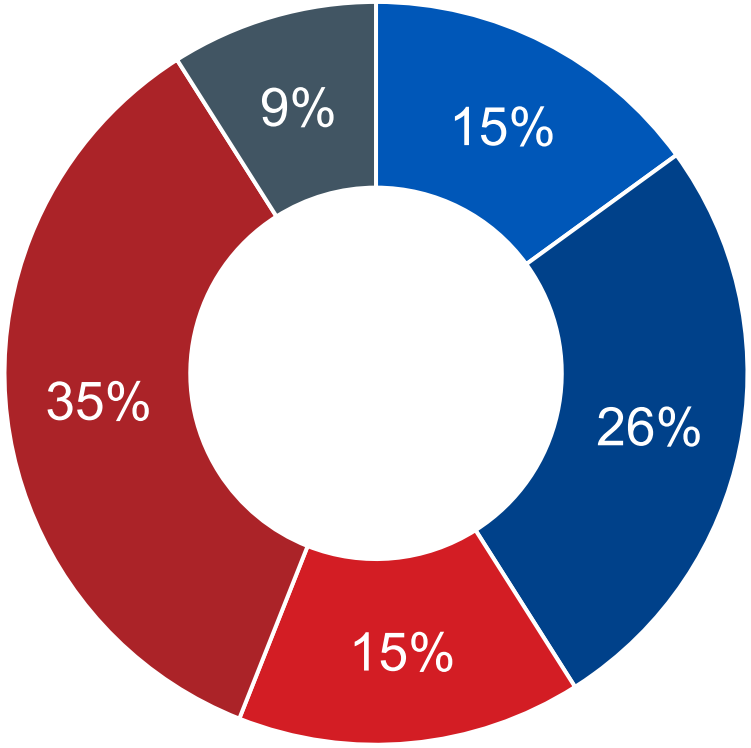
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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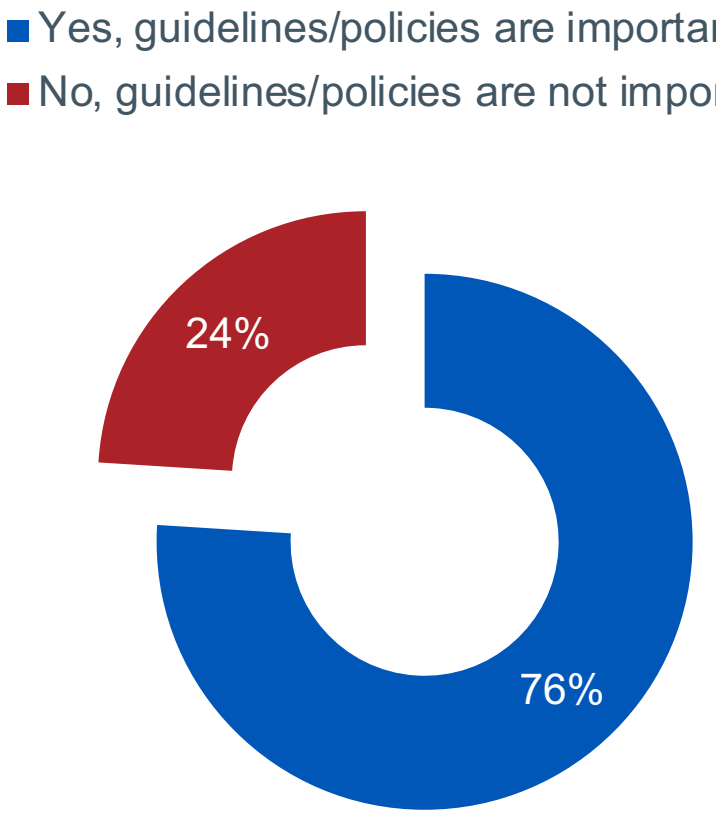
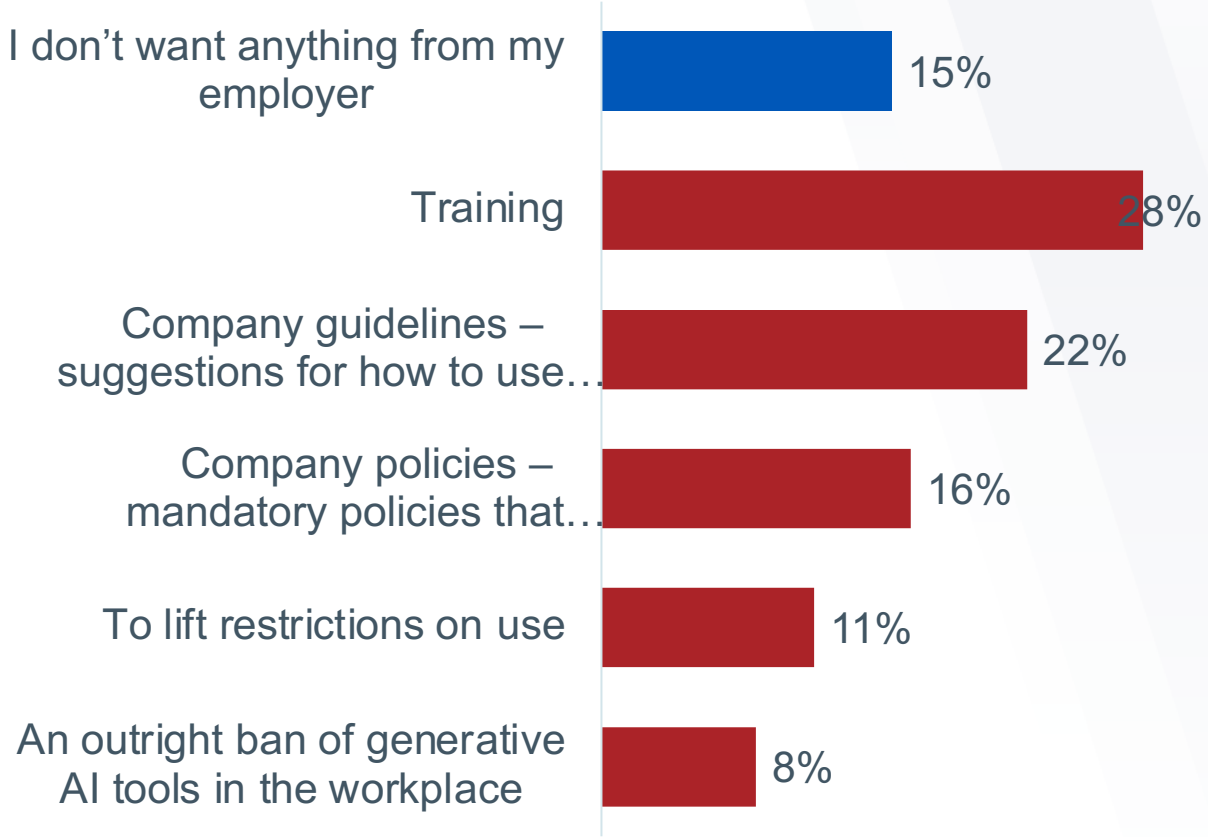
Do you think guidelines/policies on the use of AI tools, are important ?



What do you want from your employer on the use of AI tools in the workplace?



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Do you use generative AI chatbots at work for any of the following?

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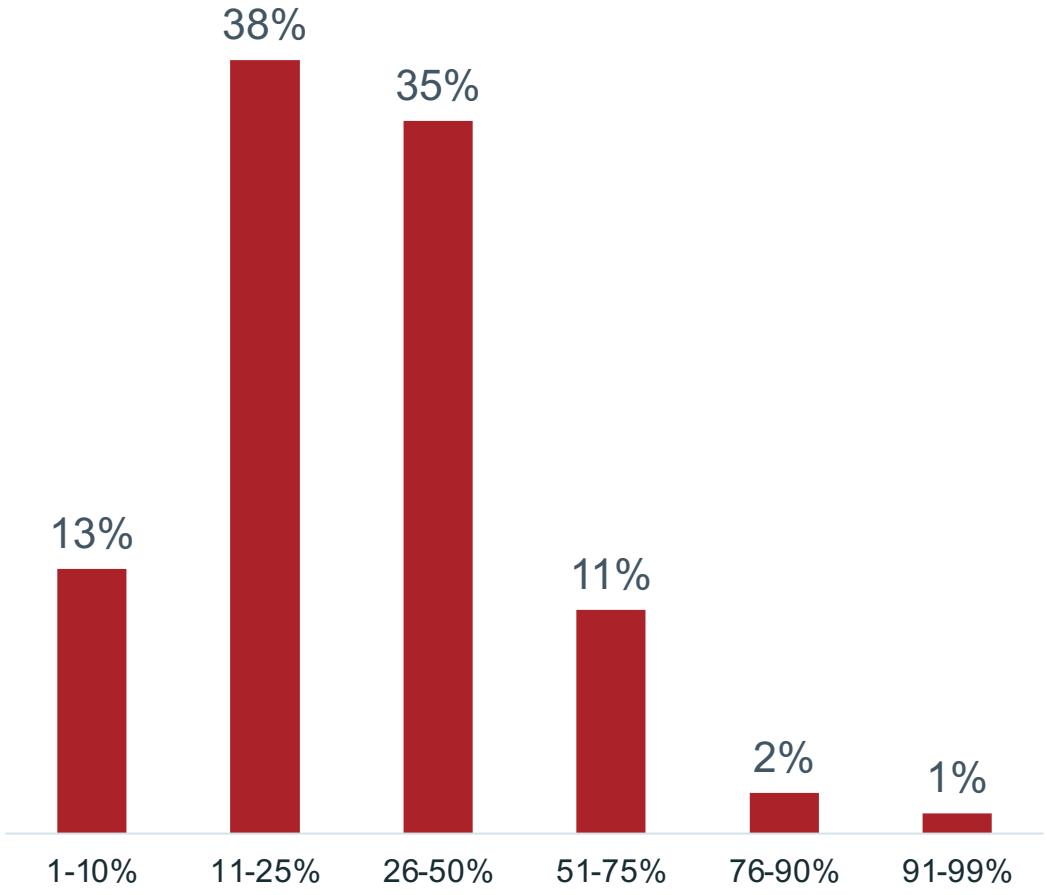
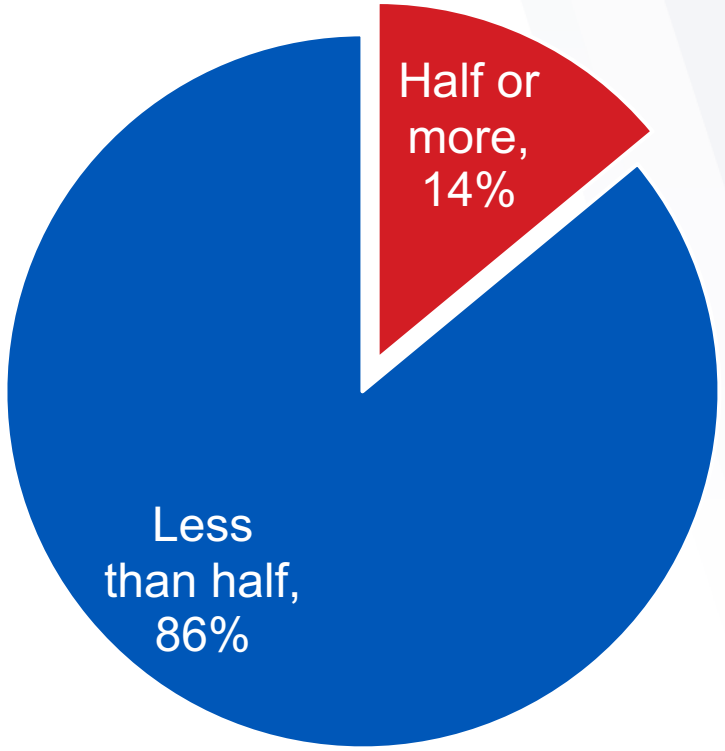
What percentage of your job do you think could be taken over by AI?





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Asia Pacific Region

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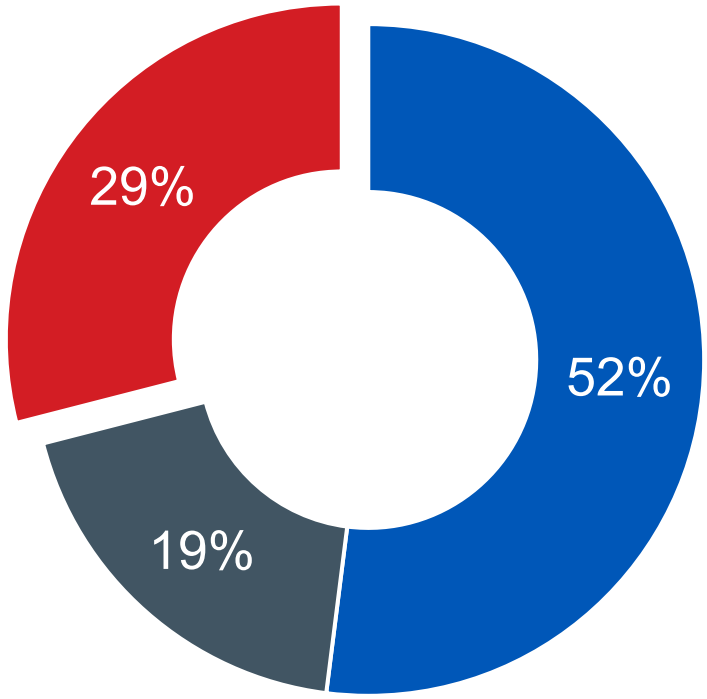
How frequently, do you use public generative AI tools at work?

Daily	17%
2-3 times a week	23%
Weekly	12%
2-3 times a month	10%
Monthly	5%
2-3 times a year	4%
Not at all	29%



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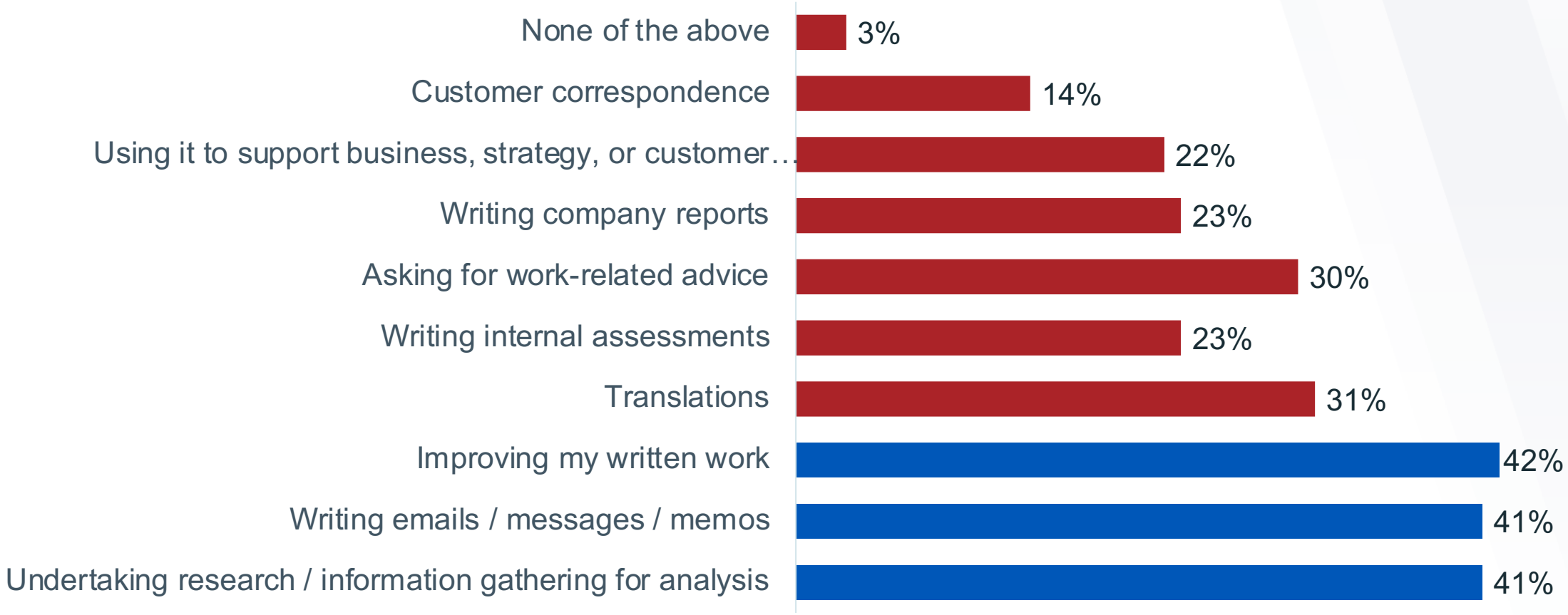
Do you use public generative AI tools at work for any of the following?



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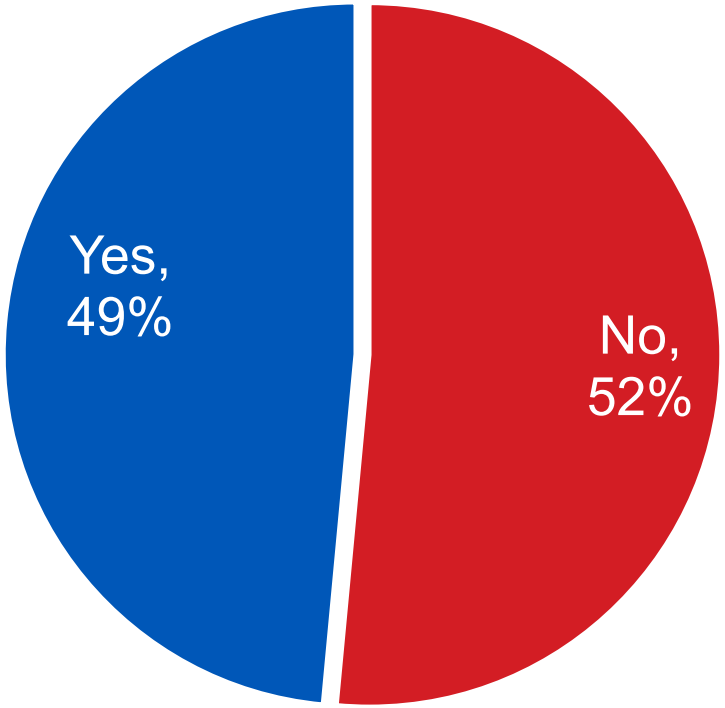
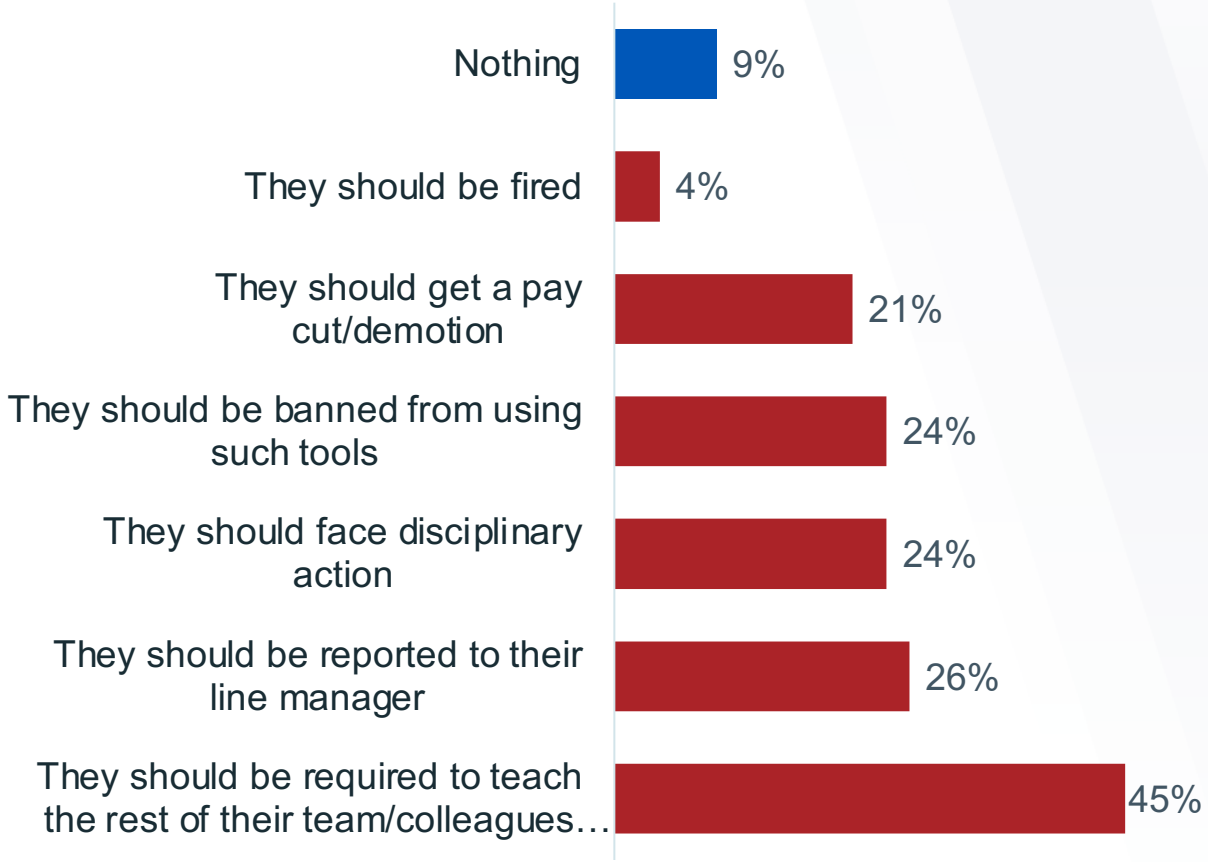
If you knew that one of your colleagues, was using generative AI and you were not - would you see that as an unfair advantage?



What do you think would be an appropriate course of action for them?



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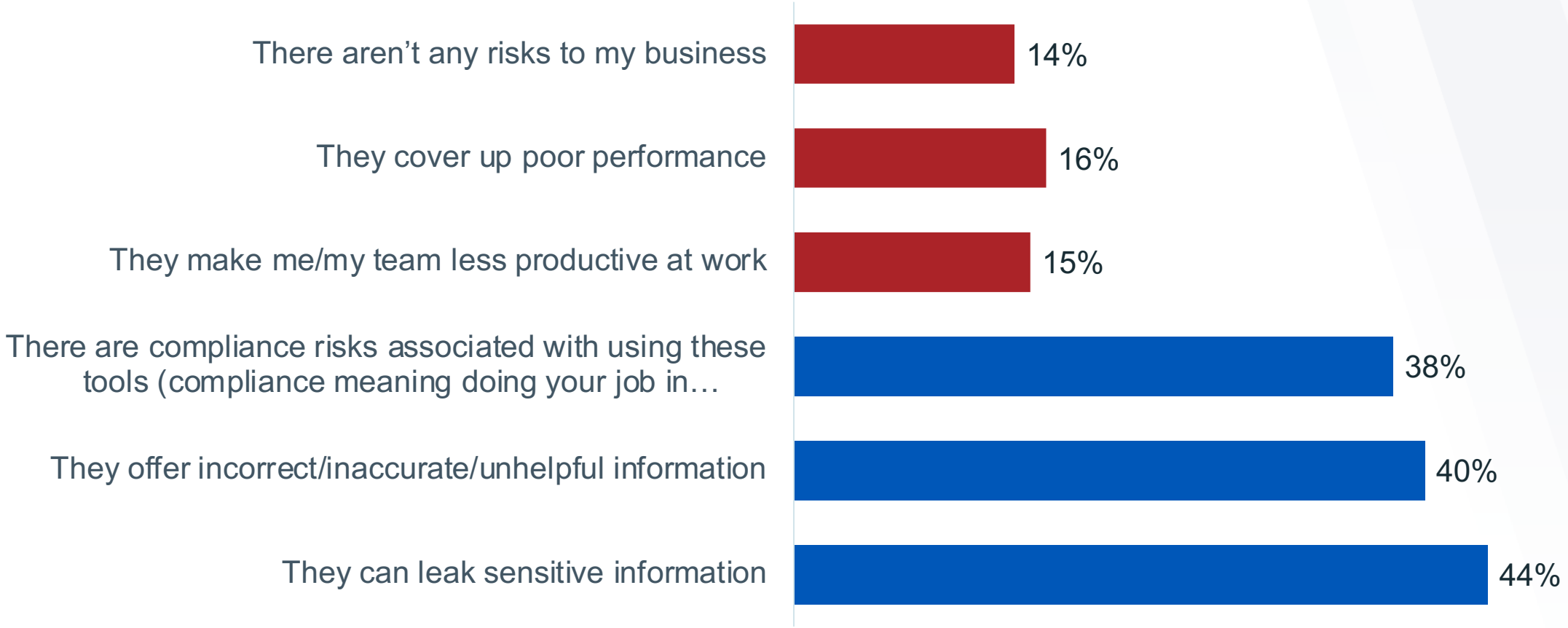
What do you think are the risks to the business you work for, of using public generative AI tools, in the workplace?



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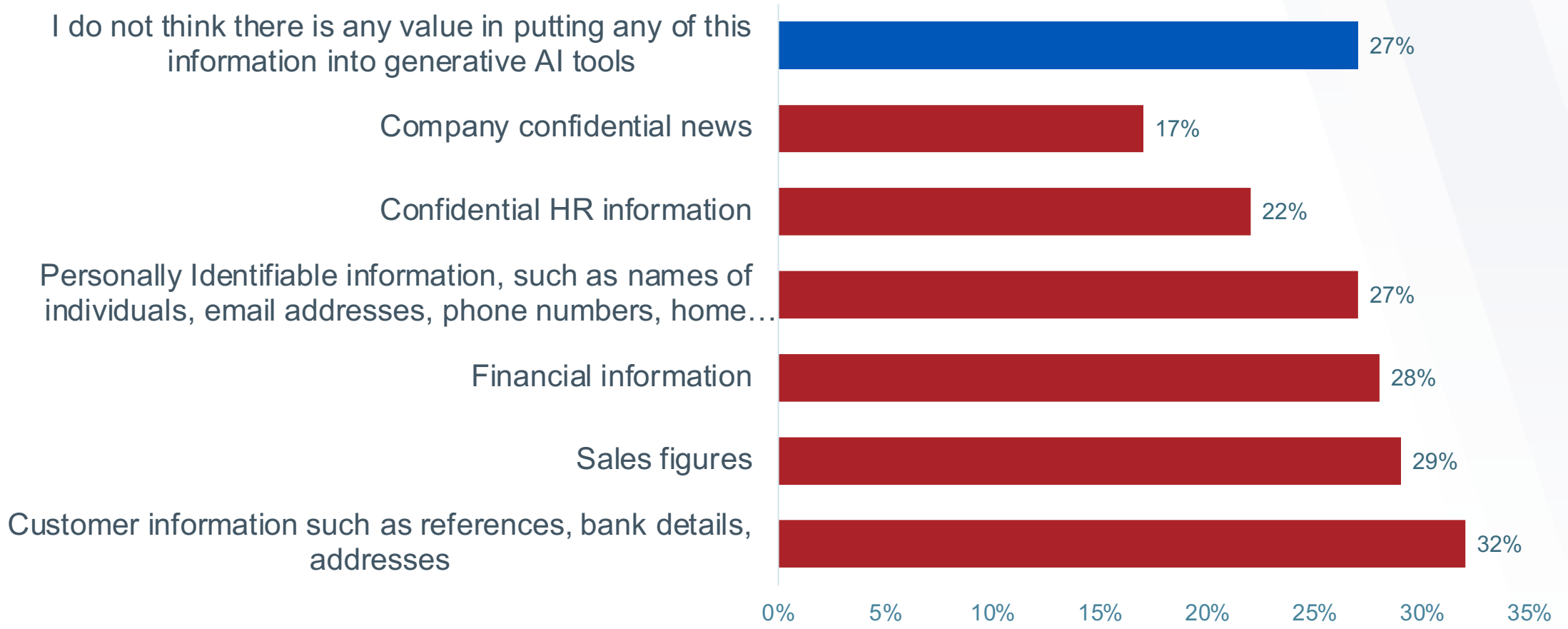
Do you think there is value to your business from inputting any of the following information into public generative AI tools ?



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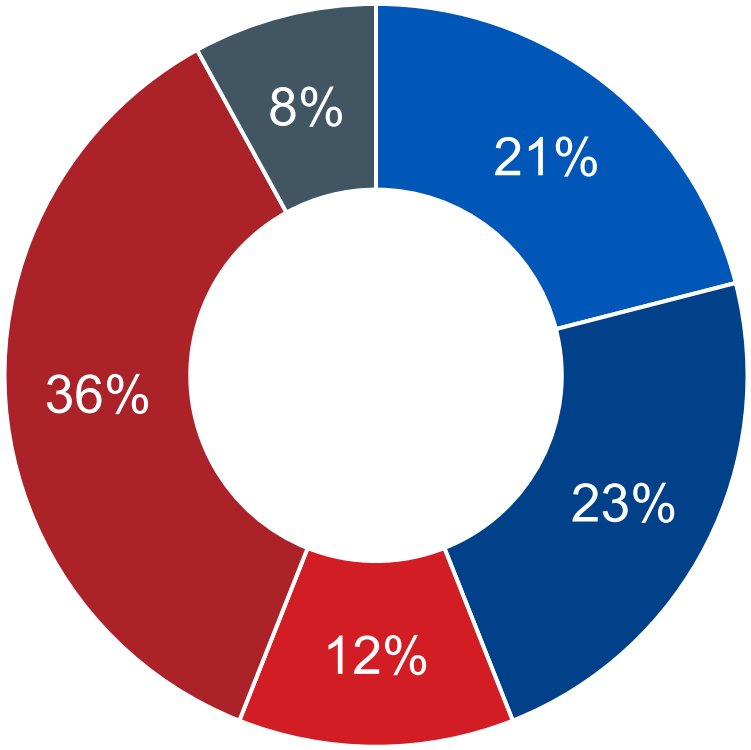
Has your employer ever communicated any guidance or policies on the use of generative AI tools at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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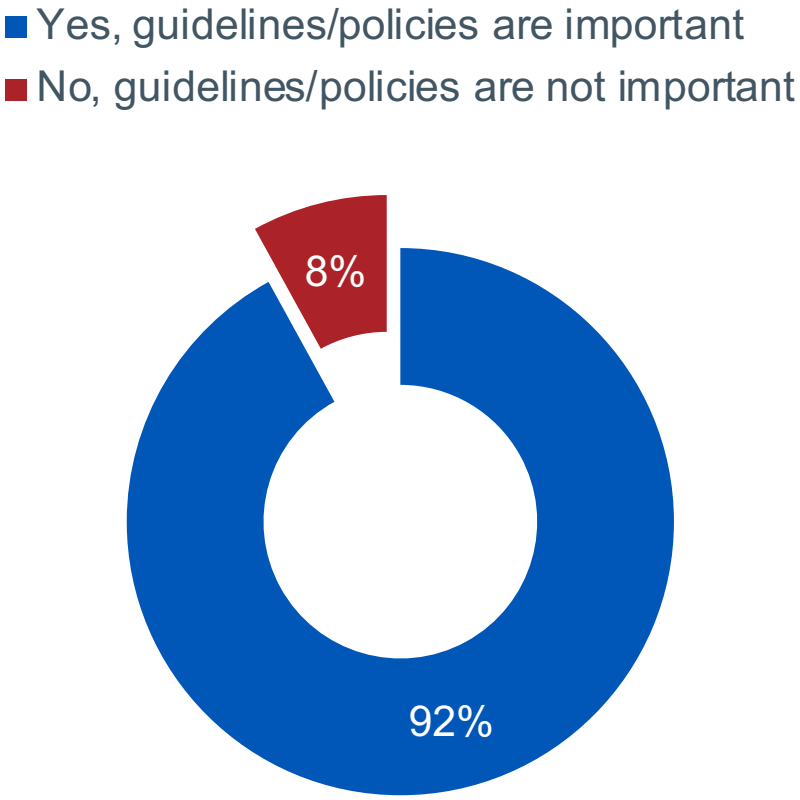
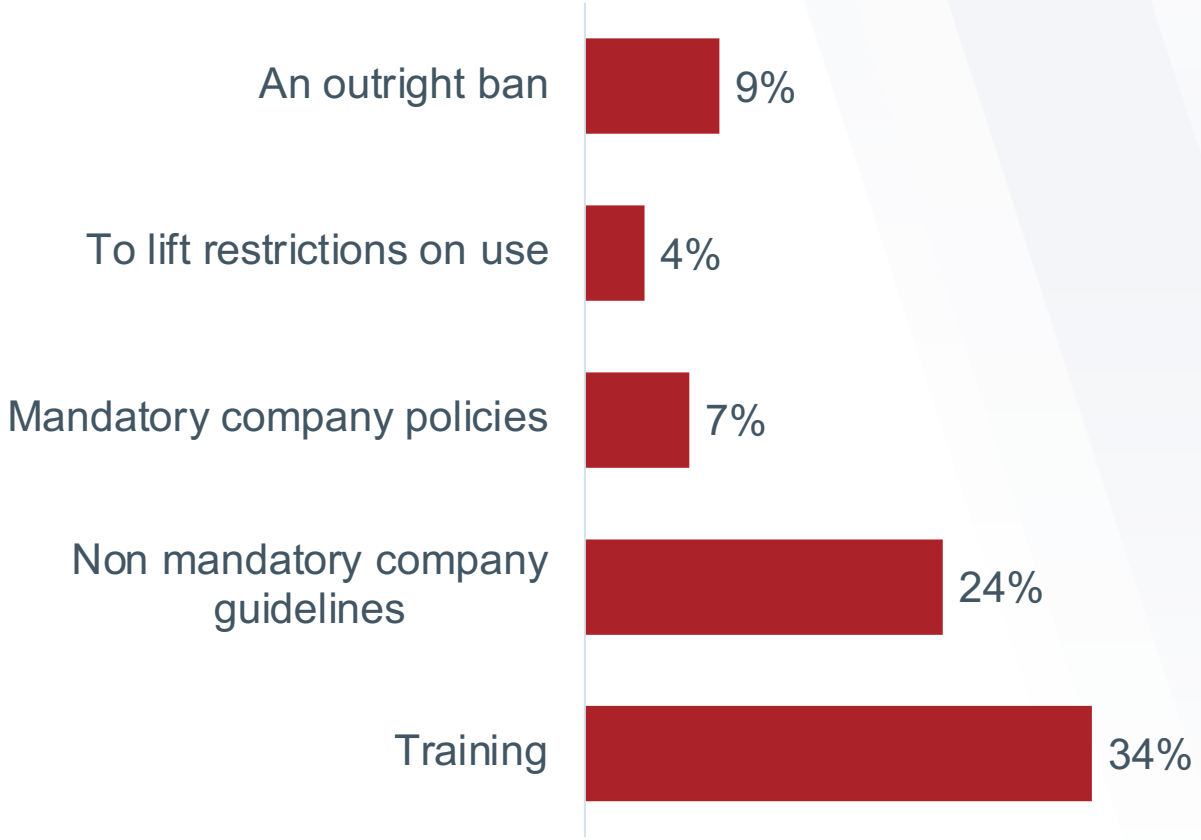
Do you think guidelines/policies on the use of generative AI tools, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?



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Singapore

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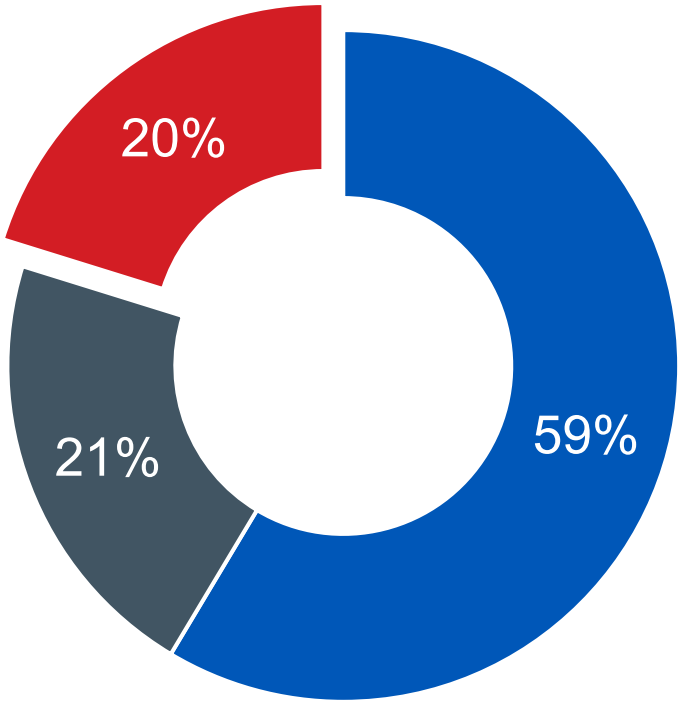
How frequently, do you use generative AI chatbots at work?

Daily	21%
2-3 times a week	23%
Weekly	14%
2-3 times a month	12%
Monthly	7%
2-3 times a year	2%
Not at all	20%



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Do you use generative AI chatbots at work for any of the following?

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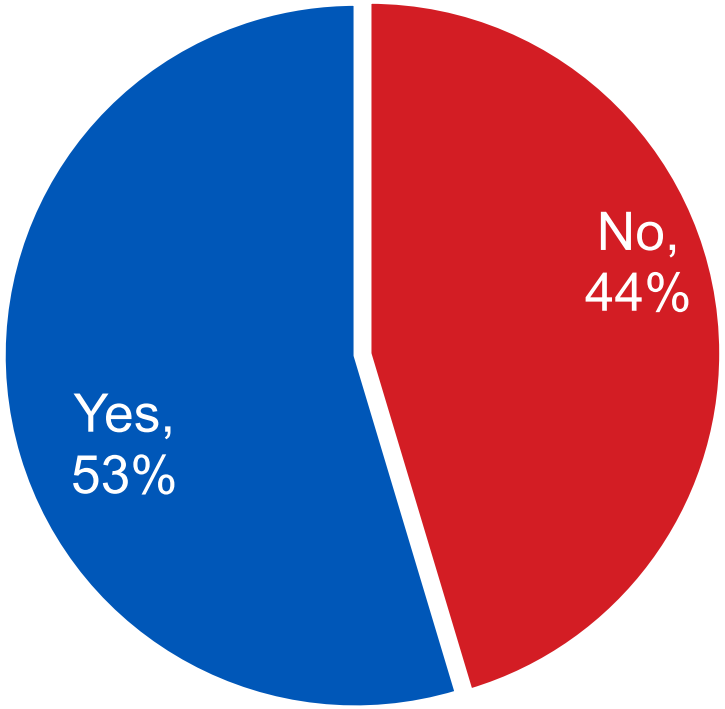
If you knew that one of your colleagues, was using generative AI and you were not - would you see that as an unfair advantage?



What do you think would be an appropriate course of action for them?

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What do you think are the risks to the business you work for, of using generative AI chatbots, in the workplace?

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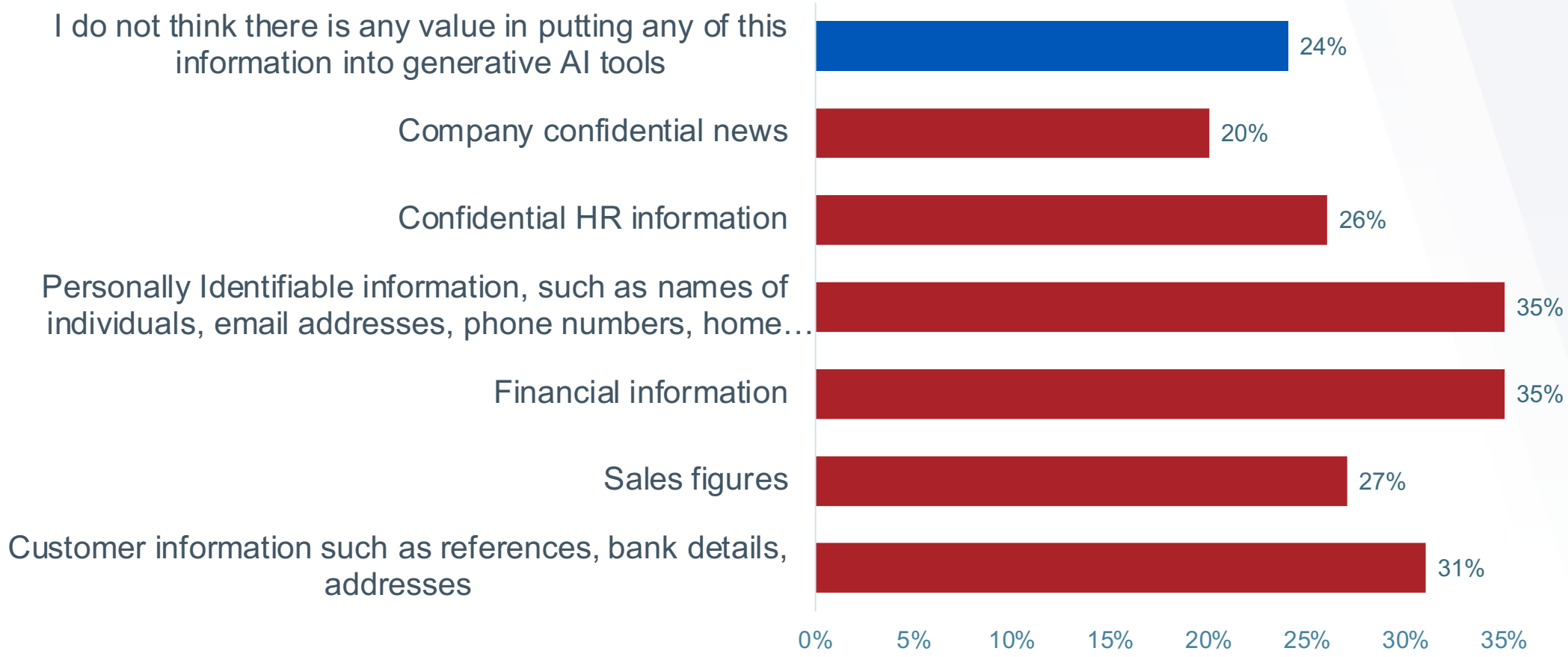
Do you think there is value to your business from inputting any of the following information into a generative AI chatbot ?



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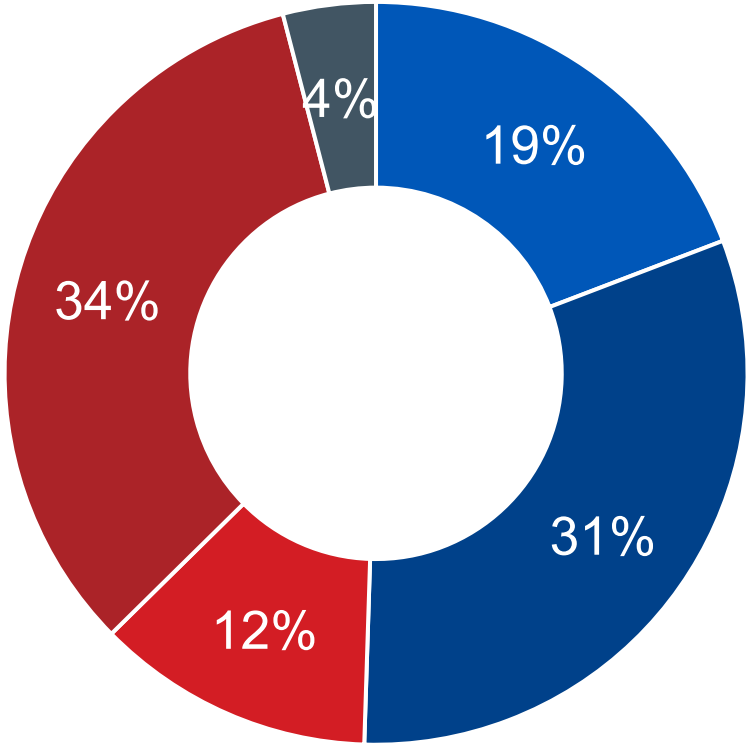
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don’t know

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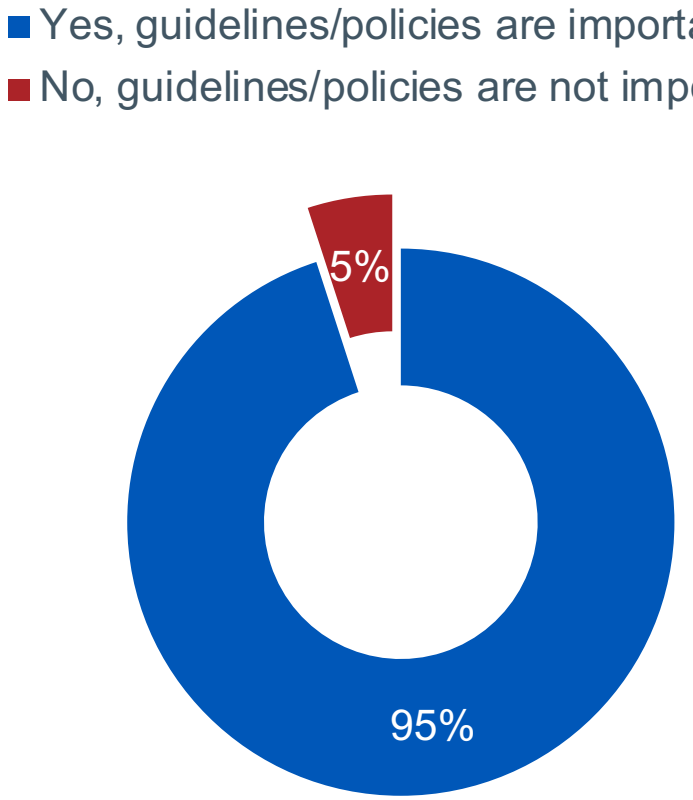
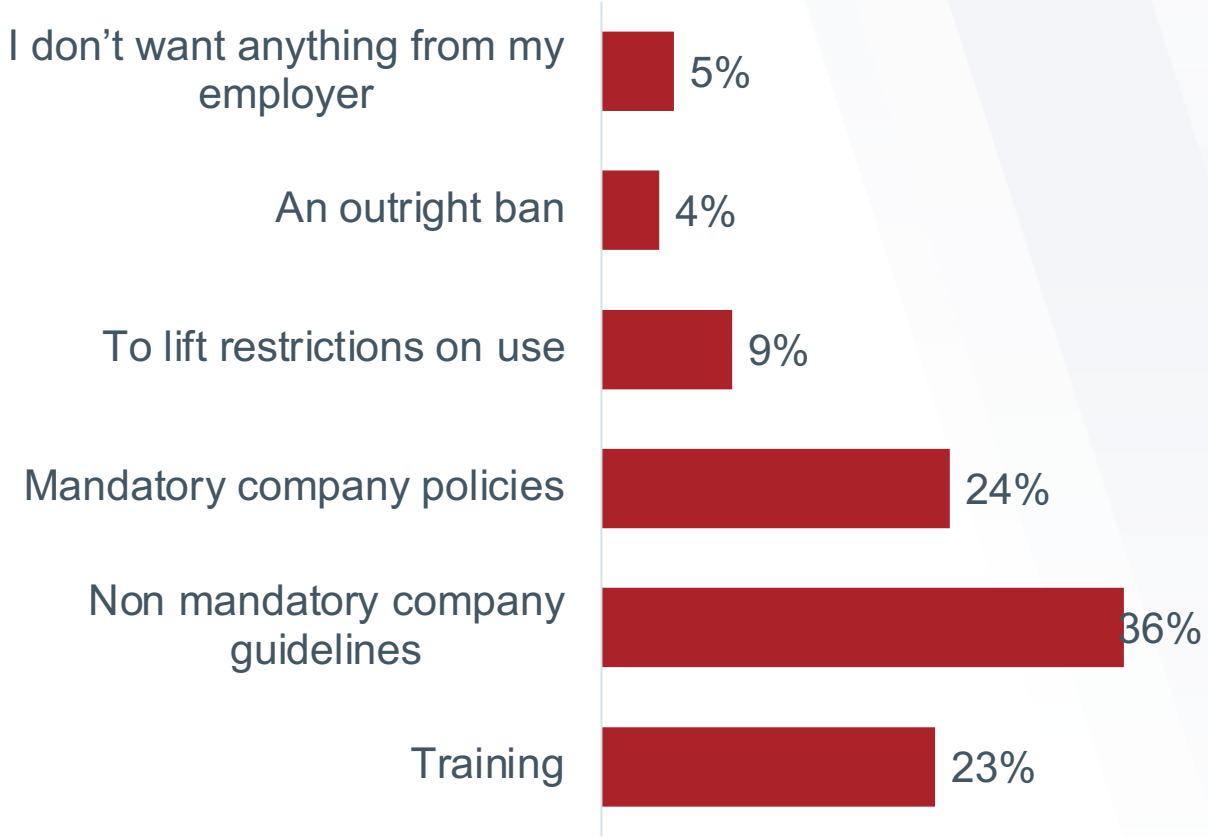
Do you think guidelines/policies on the use of generative AI chatbots, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?



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Australia

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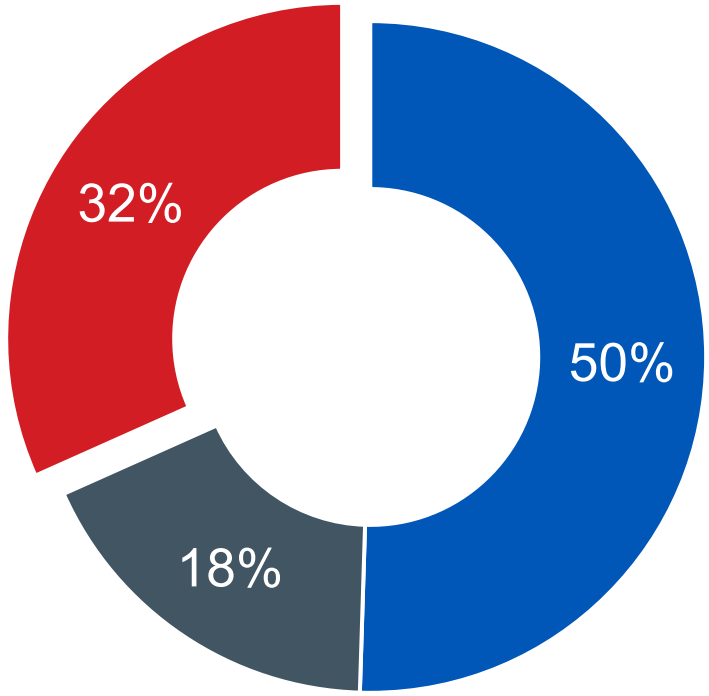
How frequently, do you use generative AI chatbots at work?

Daily	16%
2-3 times a week	19%
Weekly	16%
2-3 times a month	8%
Monthly	6%
2-3 times a year	4%
Not at all	32%



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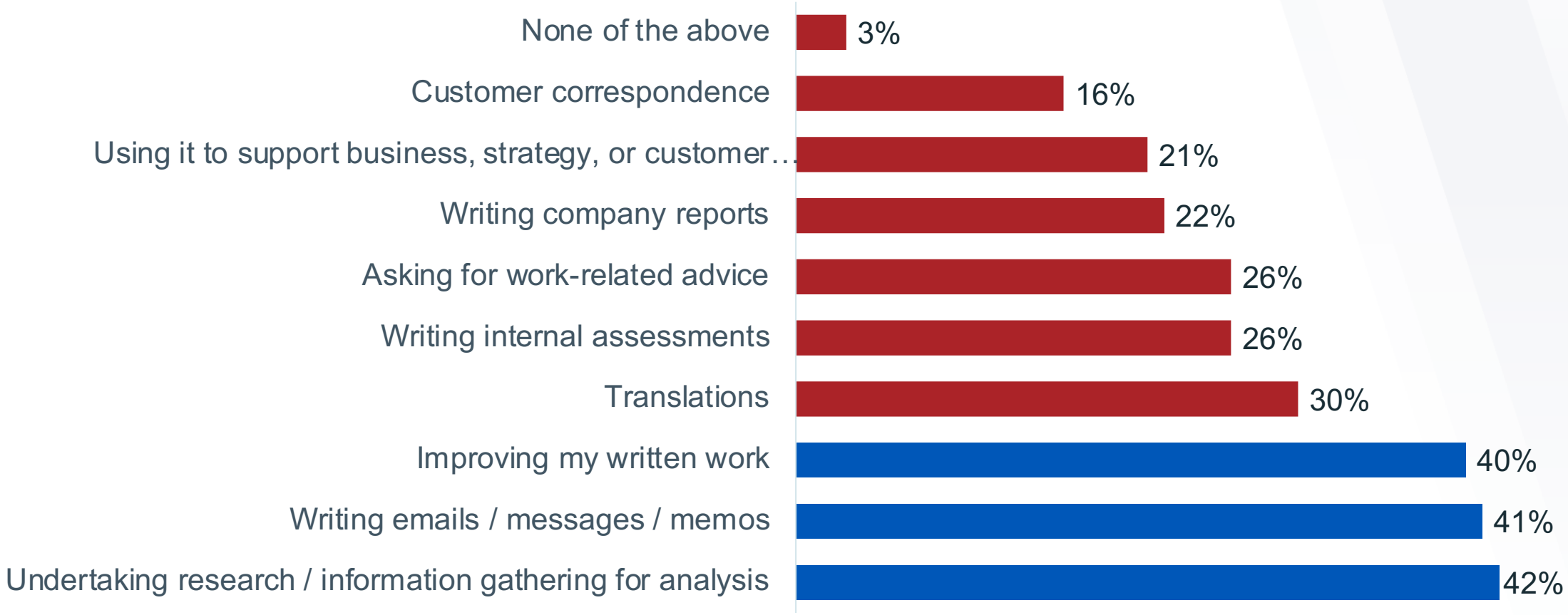
Do you use generative AI chatbots at work for any of the following?



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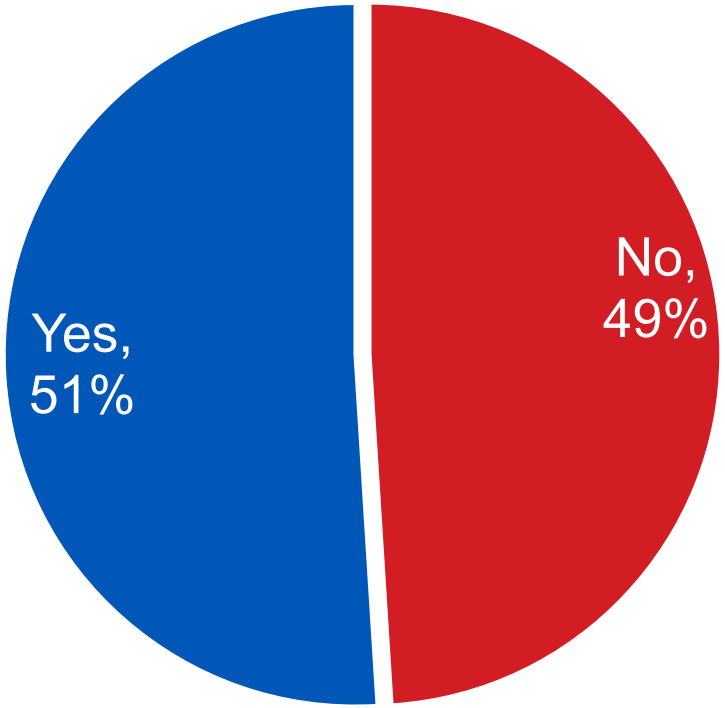
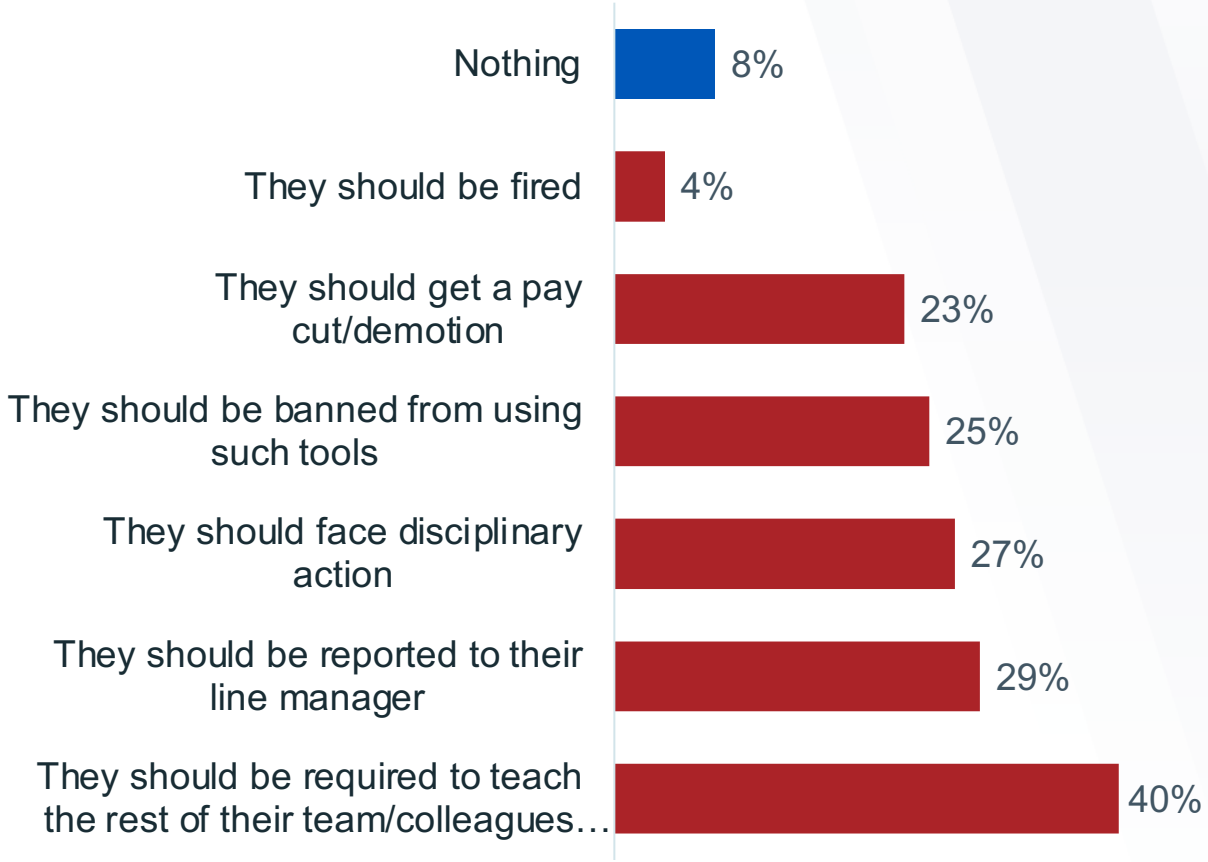
If you knew that one of your colleagues, was using generative AI and you were not - would you see that as an unfair advantage?



What do you think would be an appropriate course of action for them?



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What do you think are the risks to the business you work for, of using generative AI chatbots, in the workplace?

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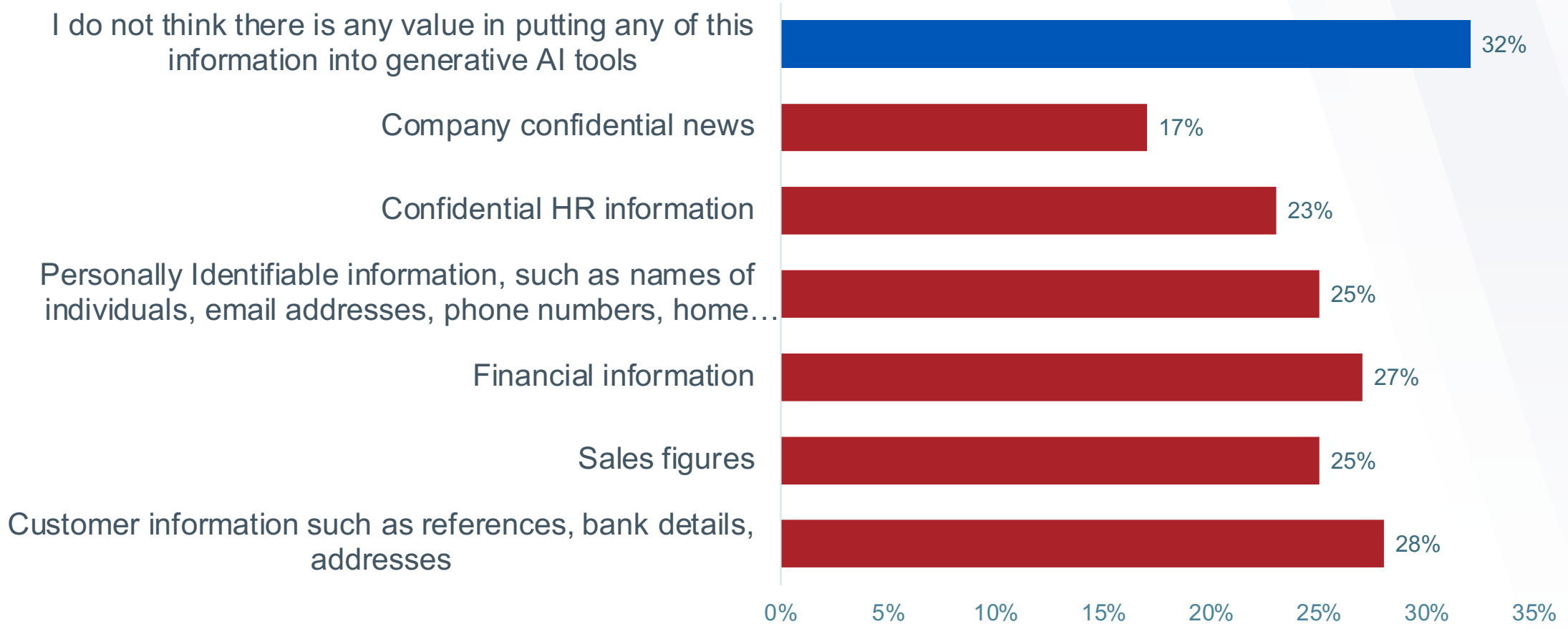
Do you think there is value to your business from inputting any of the following information into a generative AI chatbot ?



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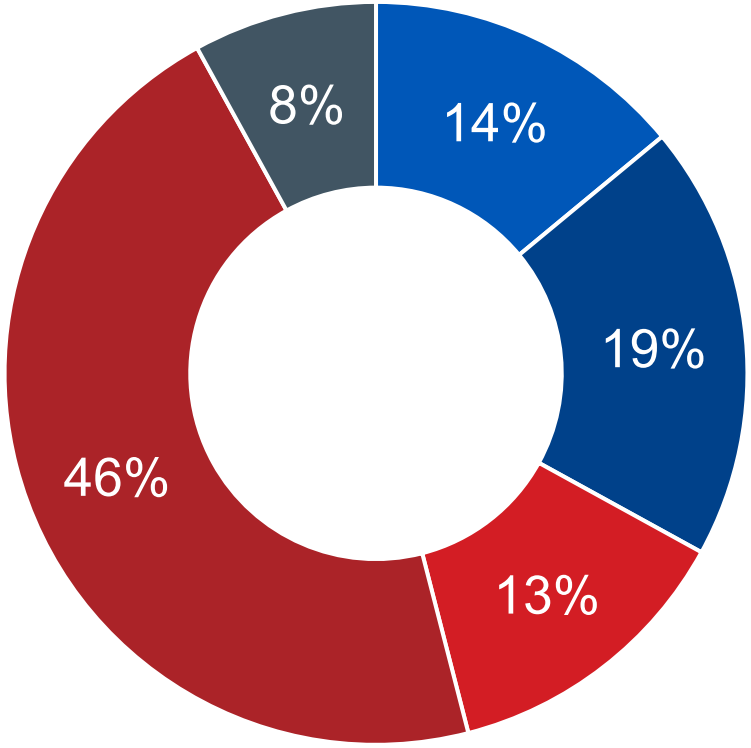
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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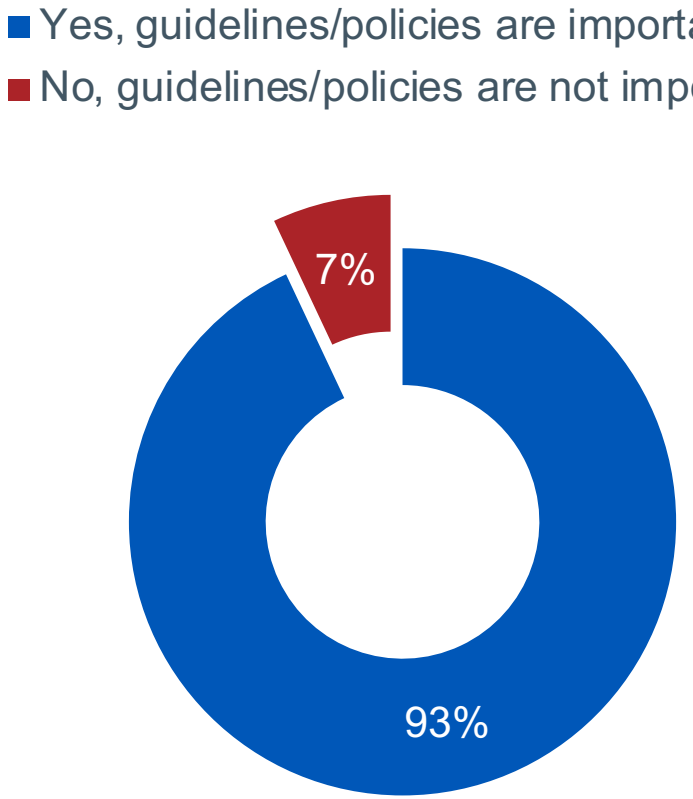
Do you think guidelines/policies on the use of generative AI chatbots, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?

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China

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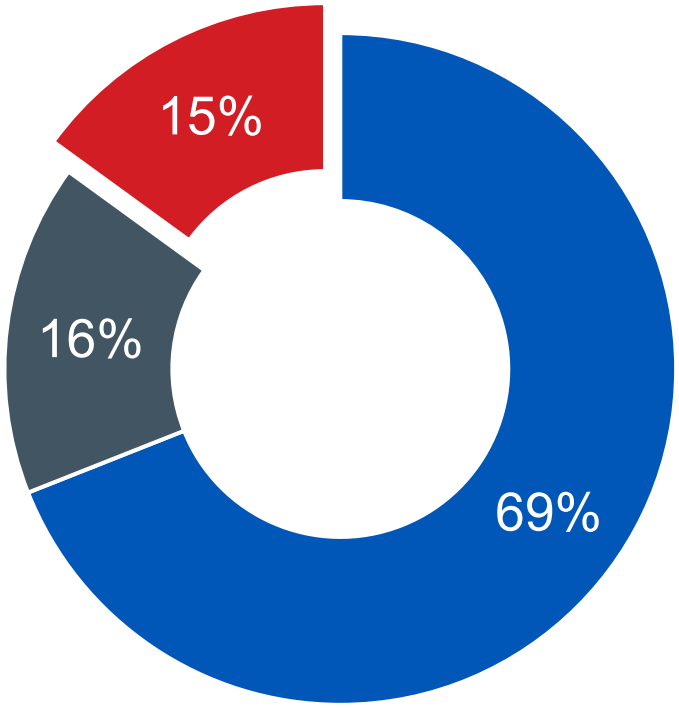
How frequently, do you use generative AI chatbots at work?

Daily	22%
2-3 times a week	37%
Weekly	10%
2-3 times a month	9%
Monthly	4%
2-3 times a year	3%
Not at all	15%



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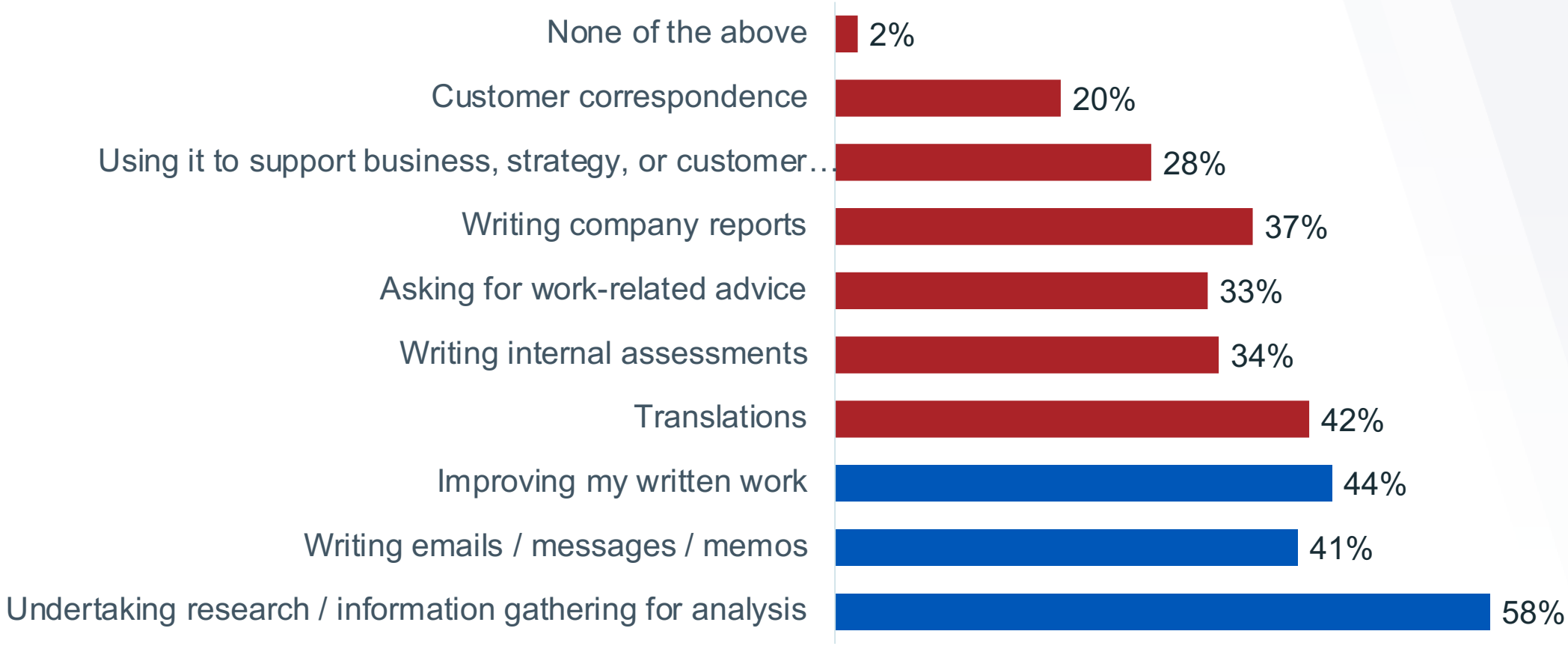
Do you use generative AI chatbots at work for any of the following?



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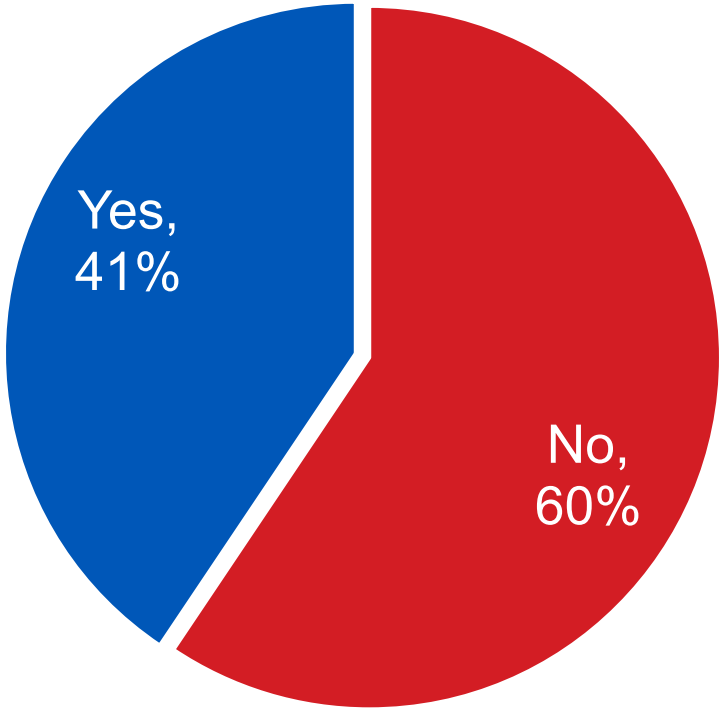
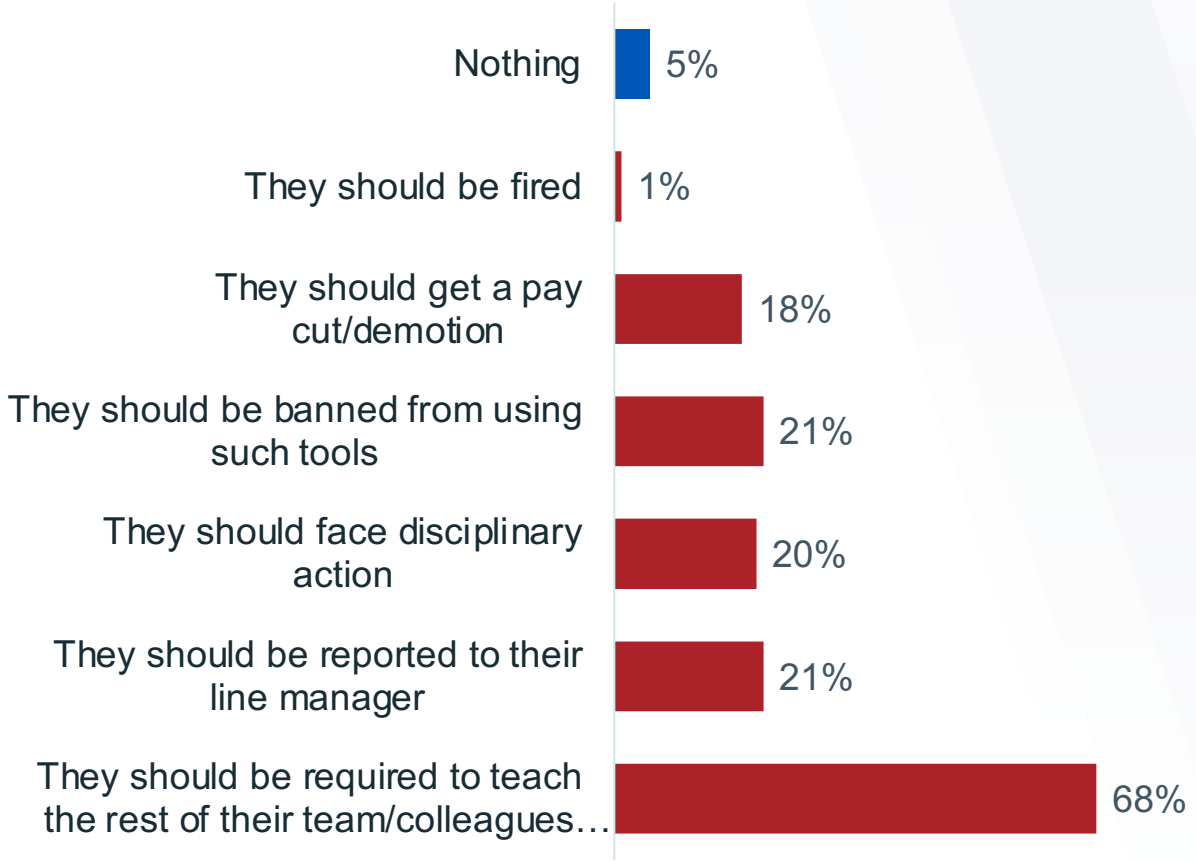


What do you think would be an appropriate course of action for them?



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What do you think are the risks to the business you work for, of using generative AI chatbots, in the workplace?

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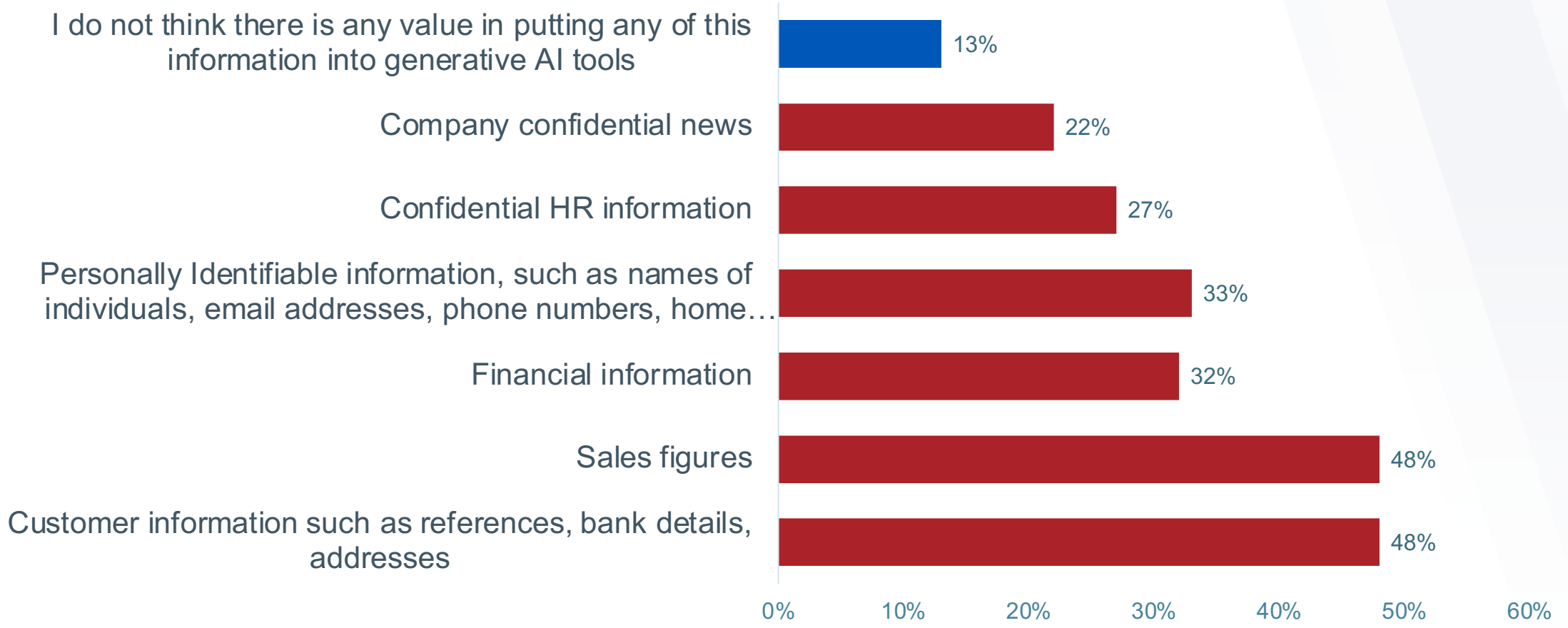
Do you think there is value to your business from inputting any of the following information into a generative AI chatbot ?



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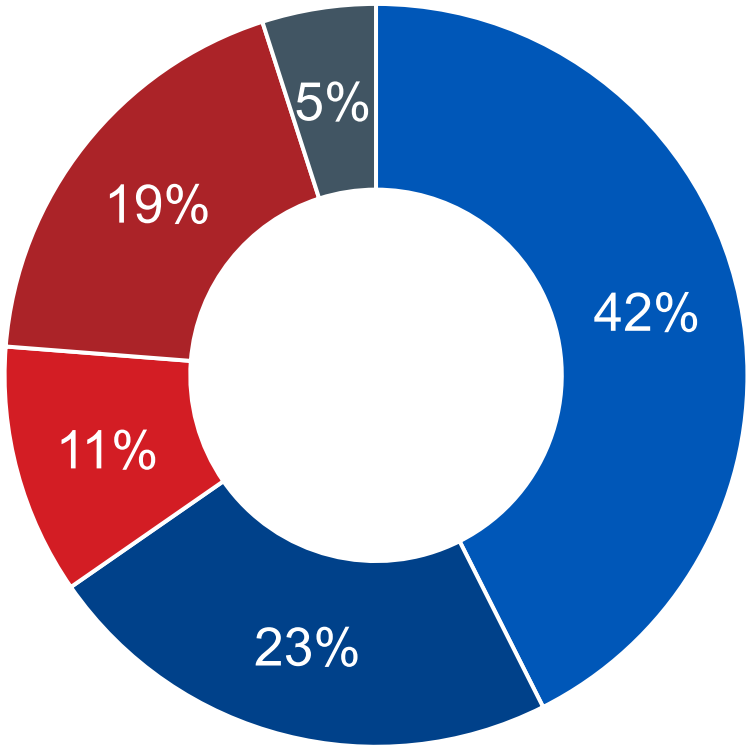
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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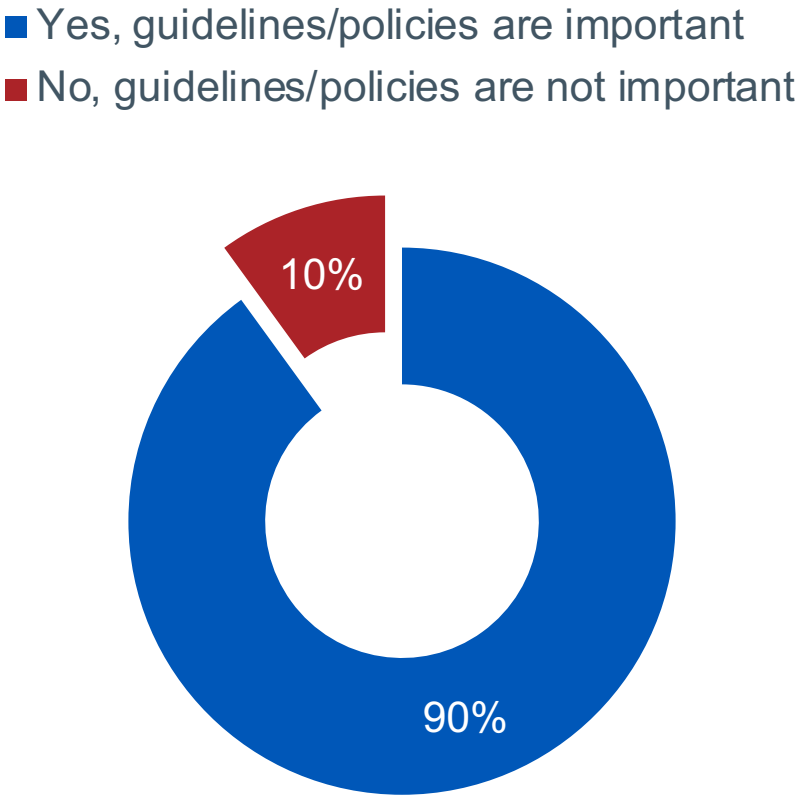
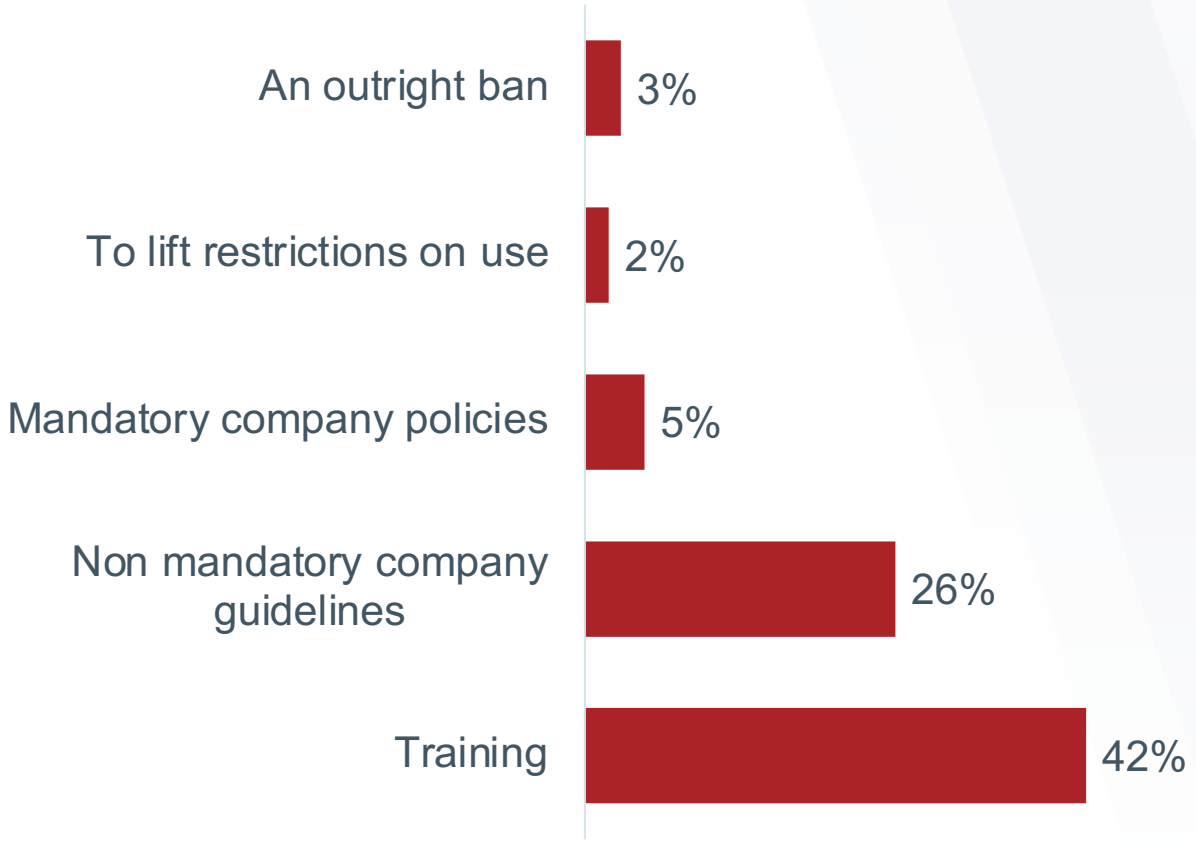
Do you think guidelines/policies on the use of generative AI chatbots, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?



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Japan

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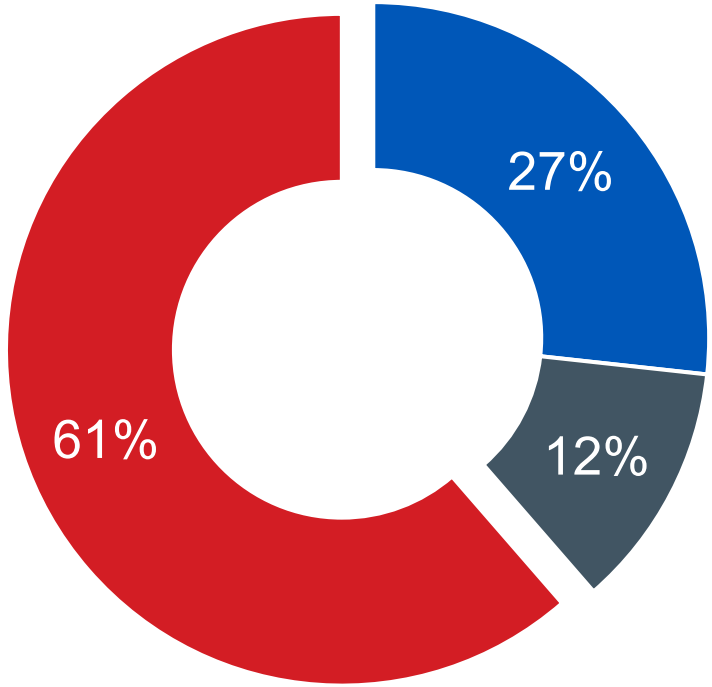
How frequently, do you use generative AI chatbots at work?

Daily	9%
2-3 times a week	10%
Weekly	8%
2-3 times a month	5%
Monthly	4%
2-3 times a year	3%
Not at all	62%



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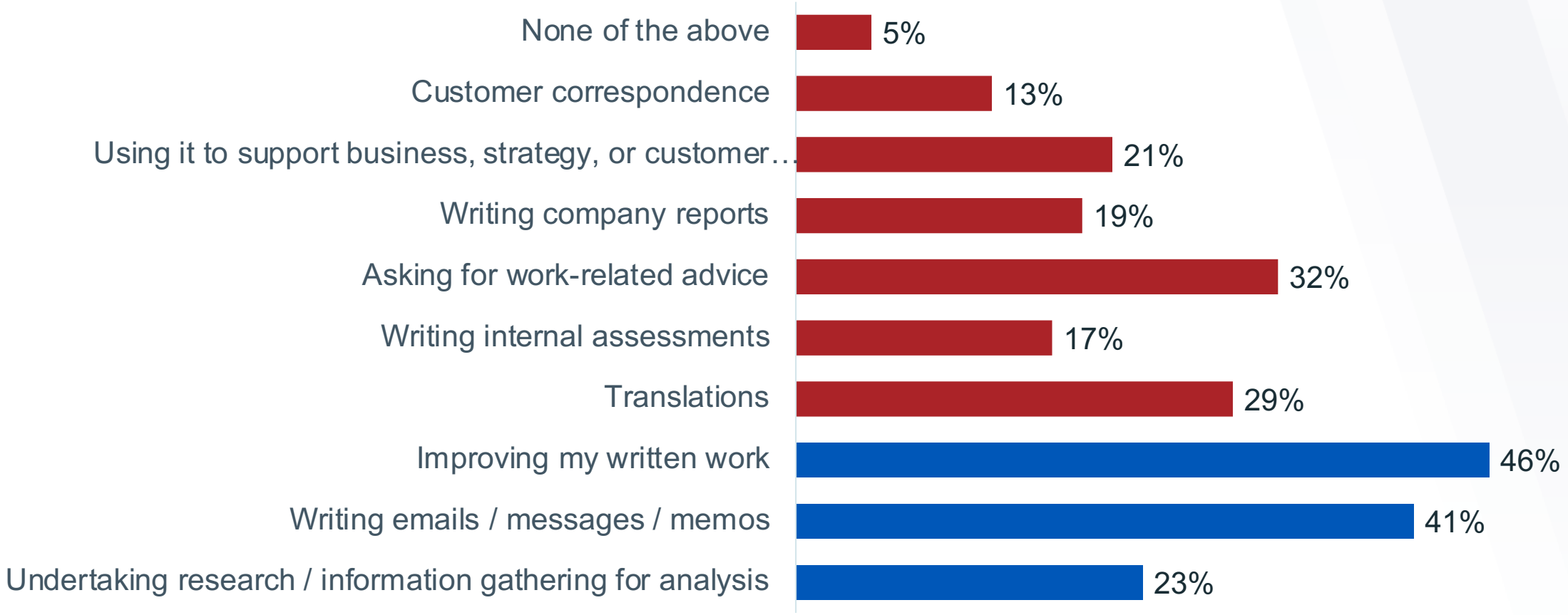
Do you use generative AI chatbots at work for any of the following?



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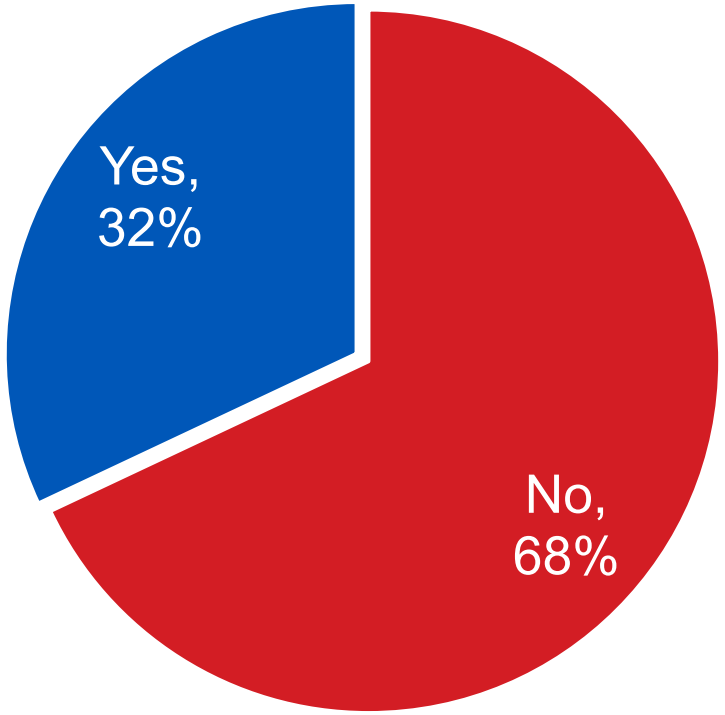
If you knew that one of your colleagues, was using generative AI and you were not - would you see that as an unfair advantage?



What do you think would be an appropriate course of action for them?

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What do you think are the risks to the business you work for, of using generative AI chatbots, in the workplace?

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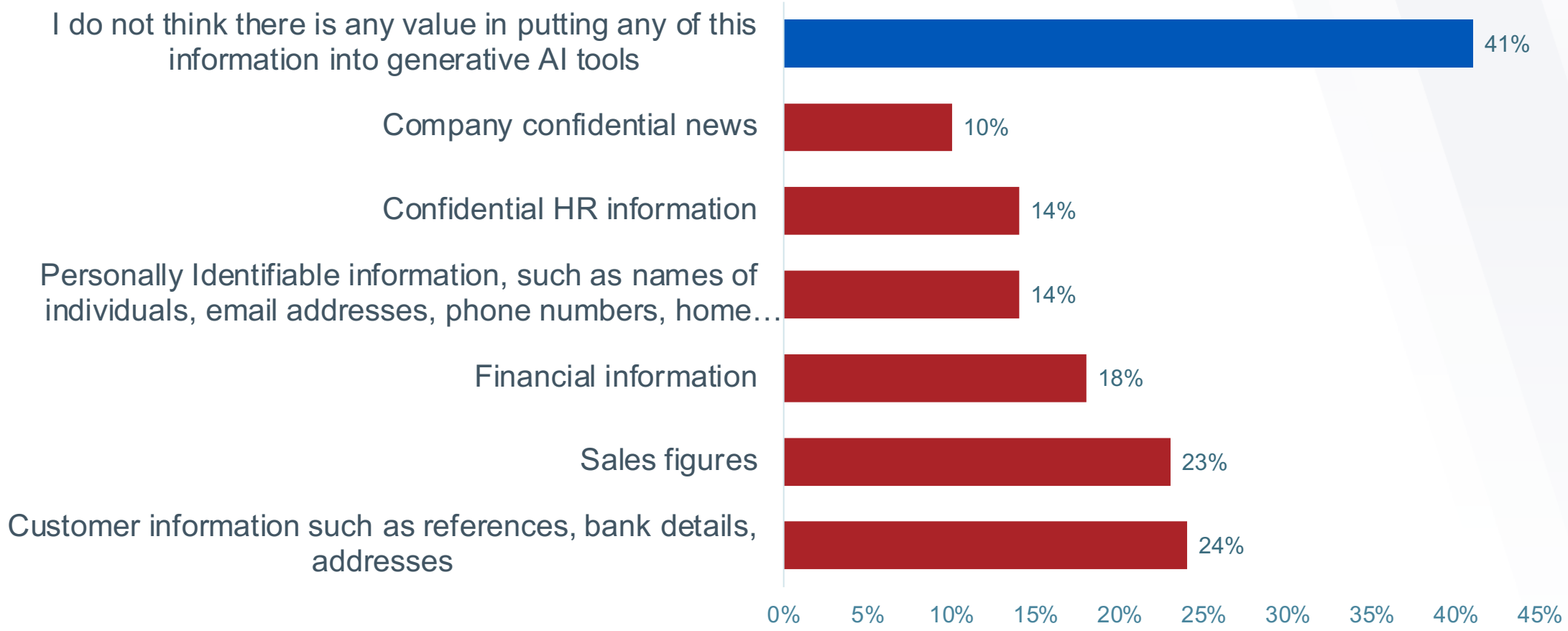
Do you think there is value to your business from inputting any of the following information into a generative AI chatbot ?



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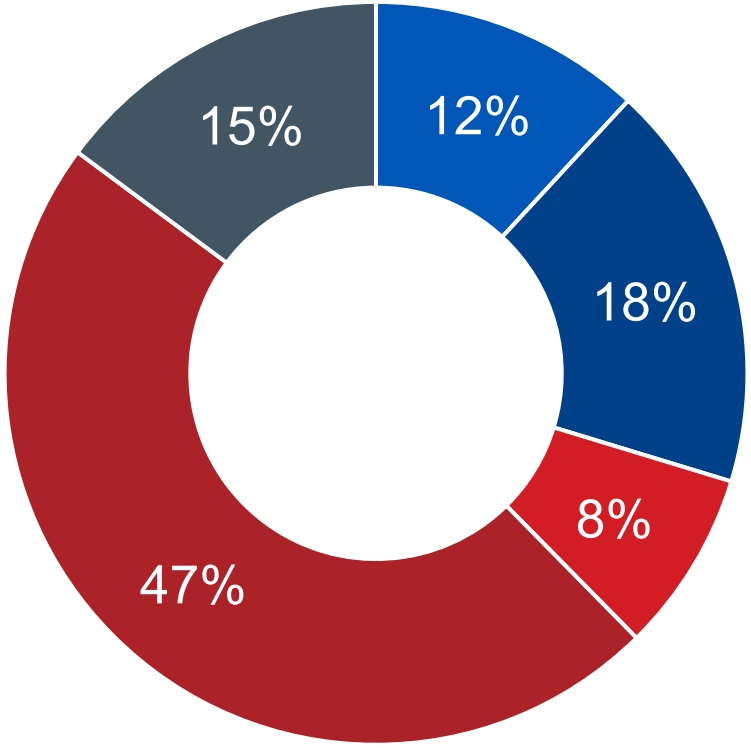
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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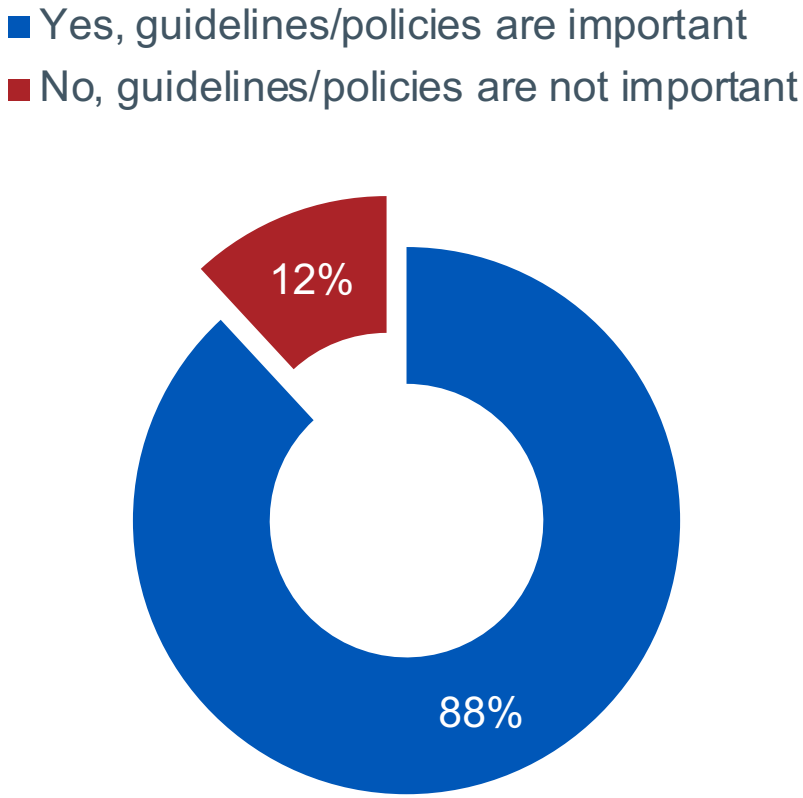
Do you think guidelines/policies on the use of generative AI chatbots, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?

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Korea

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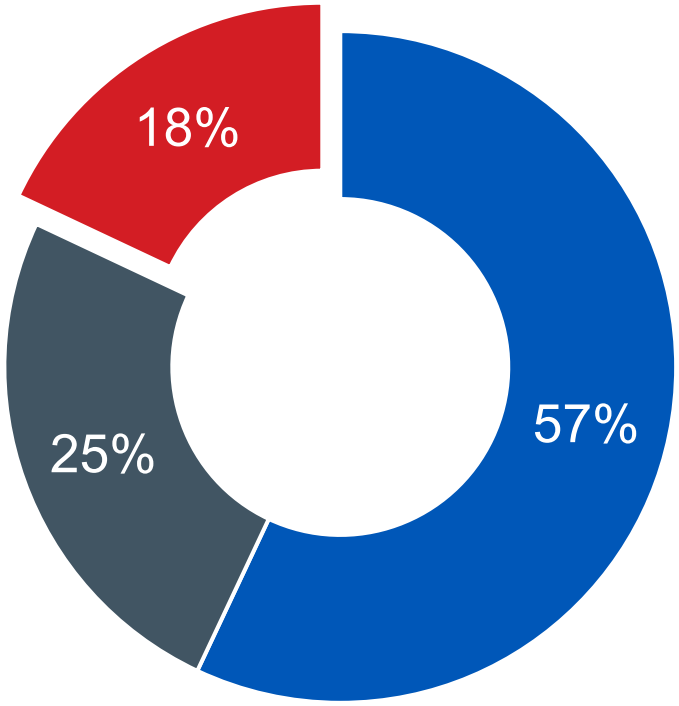
How frequently, do you use generative AI chatbots at work?

Daily	18%
2-3 times a week	28%
Weekly	11%
2-3 times a month	15%
Monthly	4%
2-3 times a year	6%
Not at all	18%



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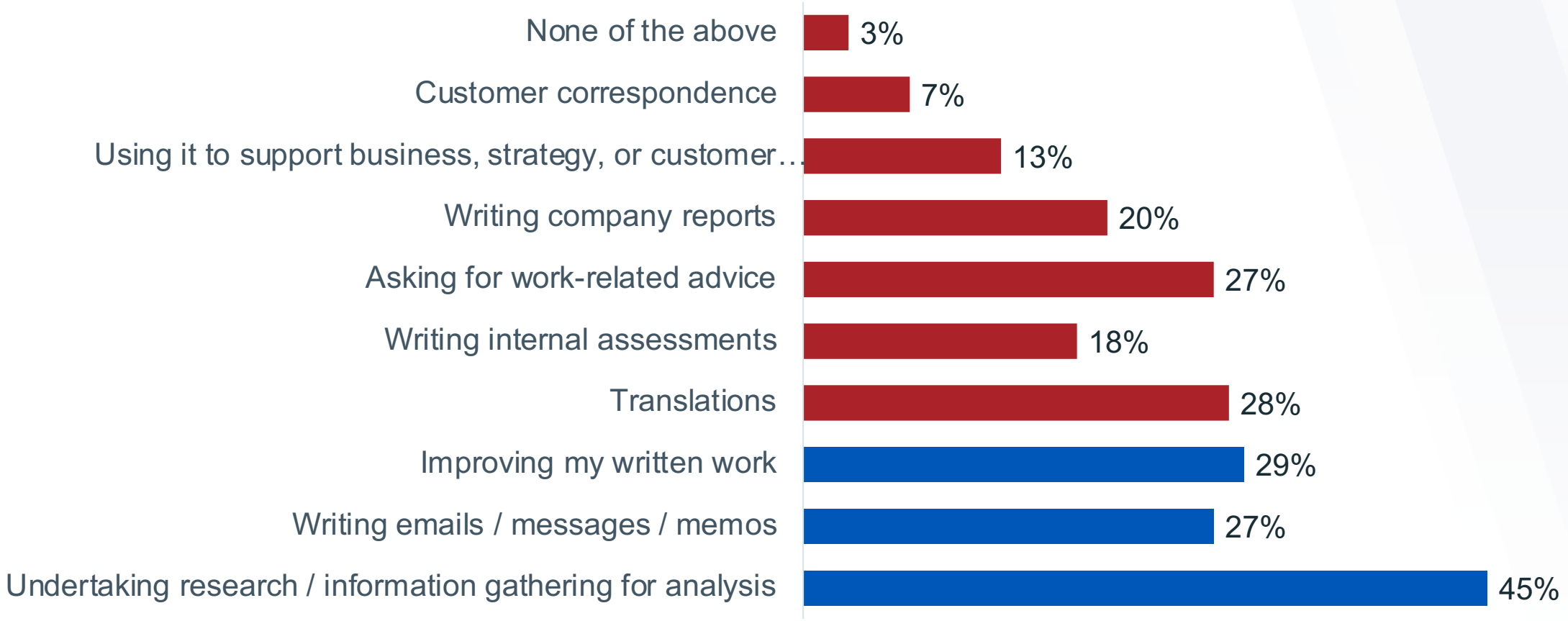
Do you use generative AI chatbots at work for any of the following?



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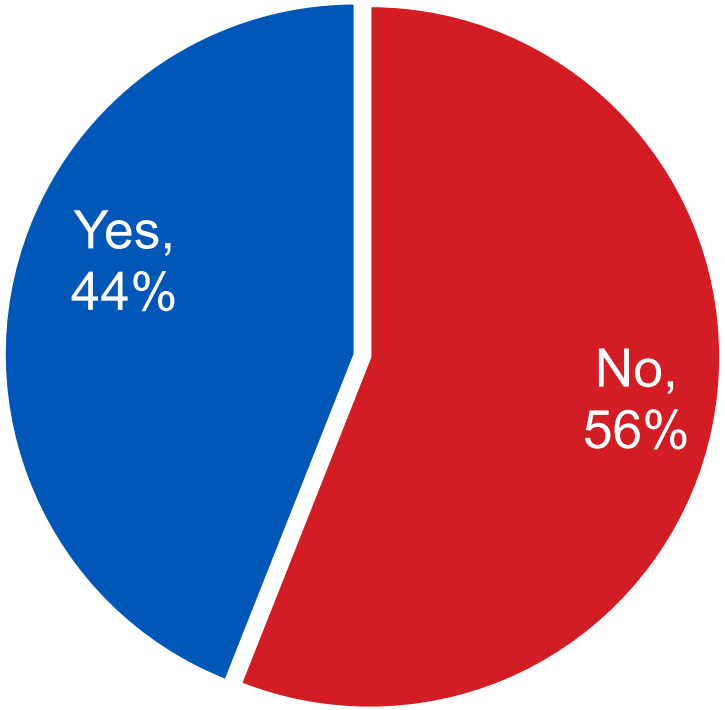
If you knew that one of your colleagues, was using generative AI and you were not - would you see that as an unfair advantage?



What do you think would be an appropriate course of action for them?

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What do you think are the risks to the business you work for, of using generative AI chatbots, in the workplace?

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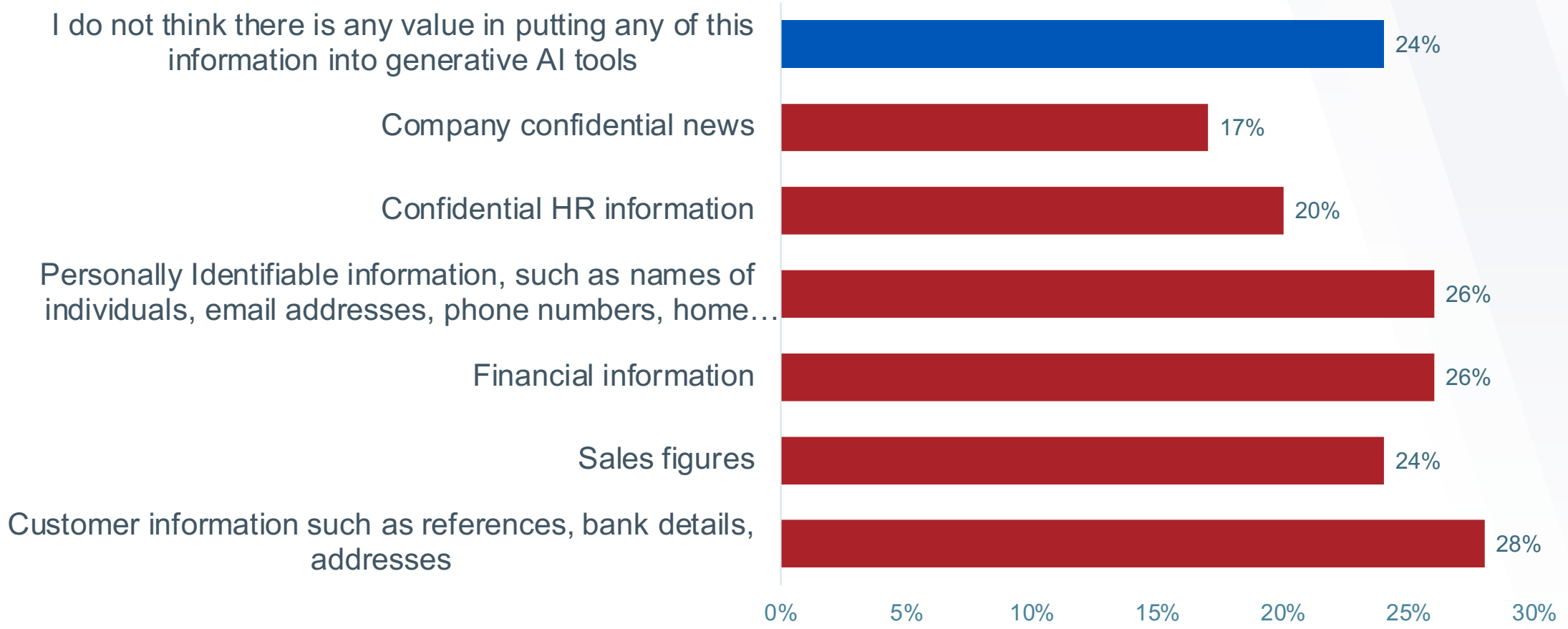
Do you think there is value to your business from inputting any of the following information into a generative AI chatbot ?



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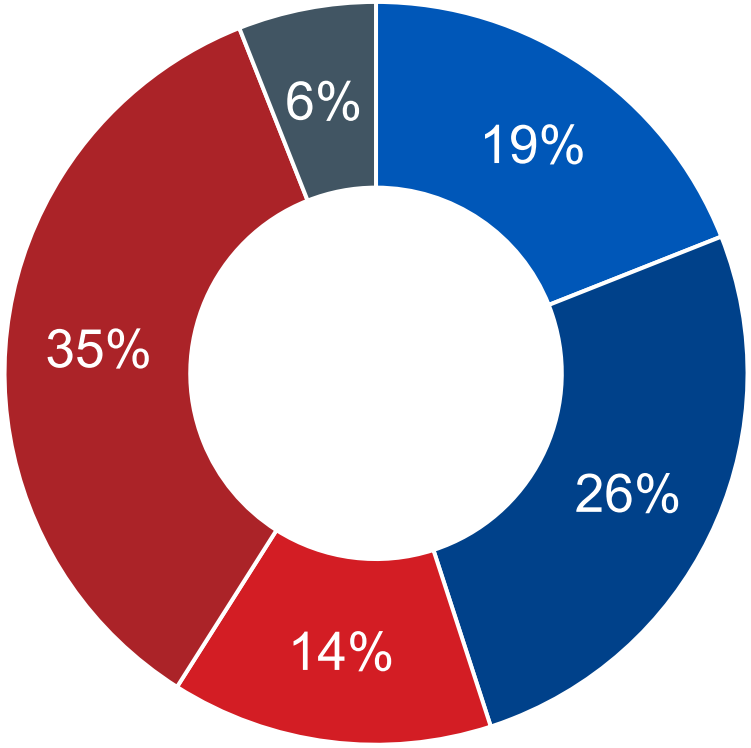
Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?



- Yes, we have voluntary guidelines on the use of generative AI tools
- Yes, we have mandatory policies on the use of generative AI tools
- Yes, we have a mandatory policy banning us from using generative AI tools at work
- No, we have received nothing
- I don't know

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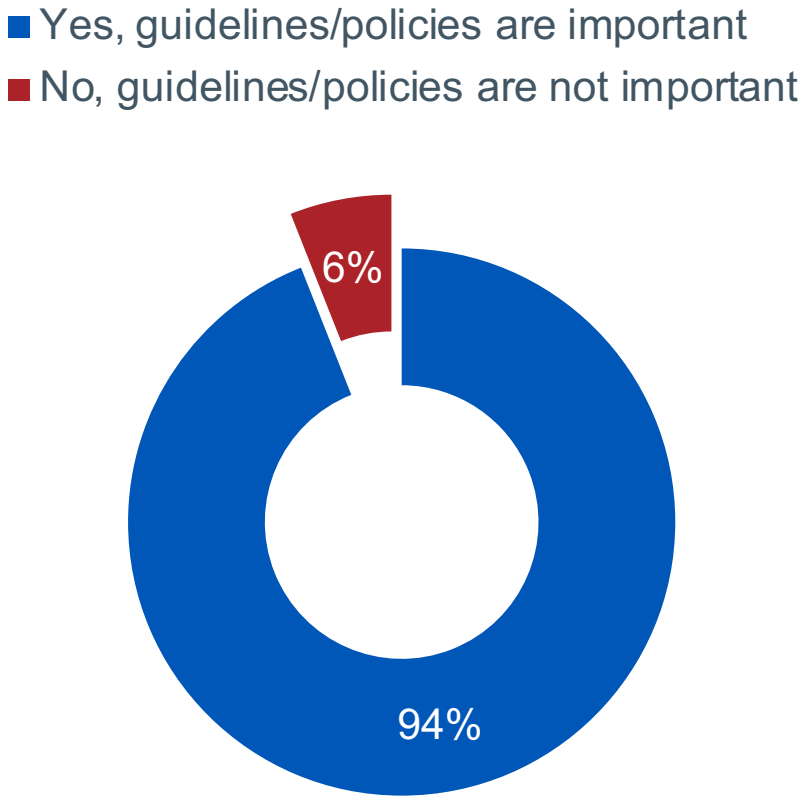
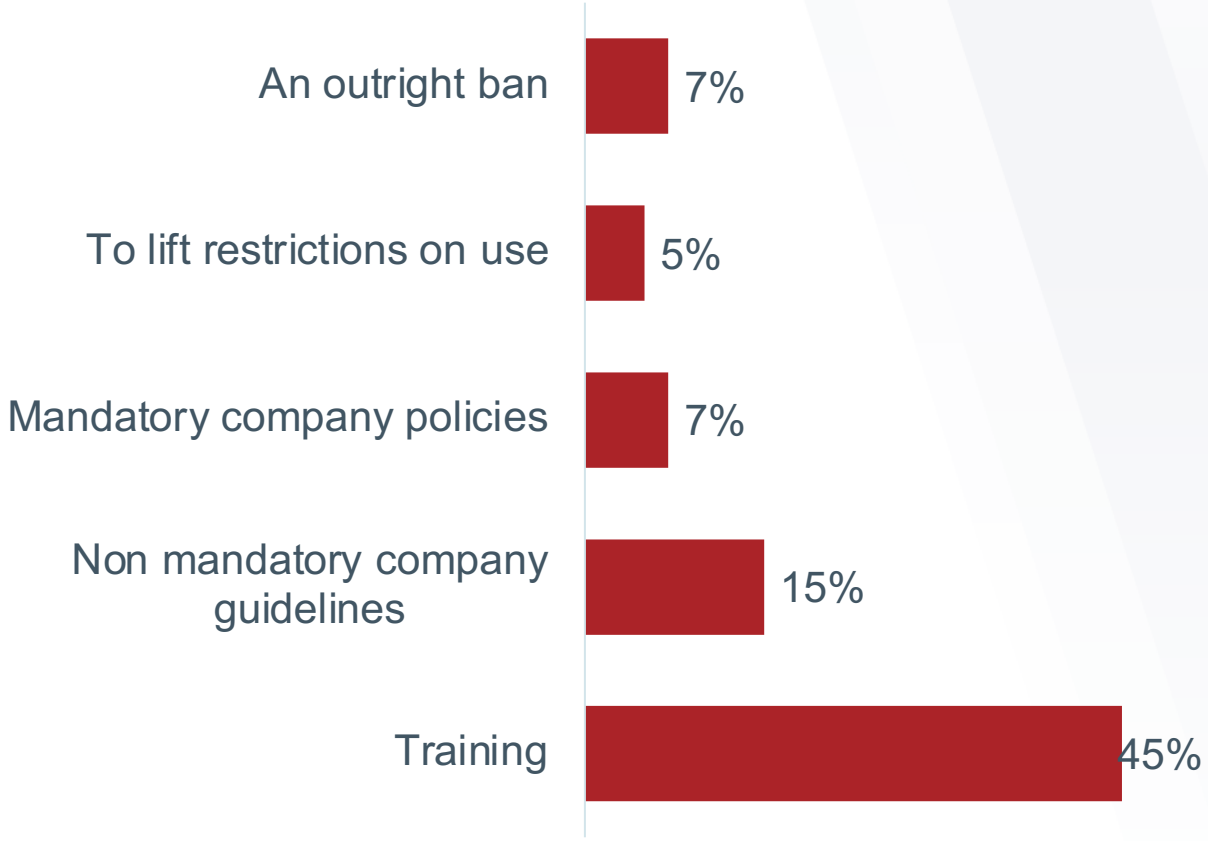
Do you think guidelines/policies on the use of generative AI chatbots, are important ?



What do you want from your employer on the use of generative AI chatbots in the workplace?



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Raw Data

(Global averages and per countries details)

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How frequently, do you use generative AI chatbots at work?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
Daily	22%	42%	25%	19%	22%	18%	38%	16%	21%	22%	9%	18%
2-3 times a week	22%	28%	21%	18%	23%	19%	29%	19%	23%	37%	10%	28%
Weekly	12%	10%	14%	12%	12%	13%	15%	16%	14%	10%	8%	11%
2-3 times a month	7%	3%	8%	6%	8%	8%	5%	8%	12%	9%	5%	15%
Monthly	5%	4%	5%	5%	5%	5%	5%	6%	7%	4%	4%	4%
2-3 times a year	3%	1%	3%	4%	2%	5%	0%	4%	2%	3%	3%	6%
Not at all	28%	12%	25%	36%	29%	32%	8%	32%	20%	15%	62%	18%
At least once a week	56%	80%	60%	49%	57%	50%	82%	51%	58%	69%	27%	57%
A least once a month	68%	87%	73%	60%	70%	63%	92%	65%	77%	82%	36%	76%

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If you knew that one of your colleagues, was using generative AI and you were not - would you see that as an unfair advantage?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
Yes	53%	48%	58%	55%	57%	50%	68%	51%	56%	60%	32%	44%
No	47%	52%	42%	45%	43%	50%	32%	49%	44%	41%	68%	56%

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What do you think would be an appropriate course of action for them?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
They should be required to teach the rest of their team/colleagues on how to use those chatbots to create a level playing field	40%	45%	36%	35%	33%	28%	48%	35%	49%	68%	39%	34%
They should be reported to their line manager	29%	30%	31%	29%	32%	27%	40%	31%	24%	21%	31%	25%
They should face disciplinary action	27%	24%	30%	25%	33%	32%	33%	26%	27%	20%	15%	33%
They should be banned from using such chatbots	25%	20%	29%	26%	30%	23%	31%	23%	30%	21%	19%	26%
They should get a pay cut/demotion	23%	11%	28%	23%	23%	27%	35%	21%	24%	18%	12%	30%
They should be fired	4%	2%	7%	4%	5%	4%	4%	4%	3%	1%	2%	8%
Nothing	8%	8%	7%	10%	8%	9%	3%	13%	10%	5%	15%	3%

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What do you think are the benefits to the business you work for of using generative AI chatbots in the workplace?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
They provide faster access to information	48%	60%	44%	44%	46%	44%	63%	50%	63%	58%	29%	55%
They make me/my team more productive	40%	58%	38%	30%	34%	32%	51%	36%	46%	66%	36%	35%
They take over boring/mundane tasks, enabling me/my team to focus on other tasks that are of more value to the business	39%	38%	42%	40%	38%	39%	47%	43%	46%	48%	22%	27%
They help generate new ideas/approaches	34%	46%	33%	27%	31%	25%	51%	32%	45%	41%	31%	34%
They offer instant advice on workplace challenges	22%	27%	23%	17%	17%	14%	33%	20%	26%	32%	18%	22%
There aren't any benefits to my business	11%	2%	12%	16%	11%	14%	1%	13%	4%	4%	21%	6%
They provide faster access to information	28%	12%	25%	36%	29%	32%	8%	32%	20%	15%	62%	18%

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What do you think are the risks to the business you work for, of using generative AI chatbots, in the workplace?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
They can leak sensitive information	39%	28%	36%	40%	41%	37%	44%	47%	47%	50%	30%	46%
They offer incorrect/inaccurate/unhelpful information	38%	26%	41%	39%	41%	35%	33%	44%	45%	36%	34%	42%
There are compliance risks associated with using these chatbots (compliance meaning doing your job in accordance with industry regulations and government legislation)	37%	28%	42%	38%	33%	31%	42%	43%	47%	42%	24%	32%
They make me/my team less productive at work	19%	17%	24%	21%	20%	19%	32%	19%	21%	15%	8%	10%
They cover up poor performance	17%	12%	19%	17%	16%	15%	24%	20%	16%	20%	15%	8%
There aren't any risks to my business	16%	32%	14%	14%	14%	14%	13%	11%	7%	15%	24%	12%

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Have you ever entered any [sensitive] data into a generative AI chatbot ?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
Yes	31%	45%	38%	26%	29%	29%	34%	24%	36%	37%	14%	32%
No	51%	38%	42%	56%	50%	53%	50%	59%	45%	47%	67%	46%
No – but I know that other colleagues in the organisation have	13%	13%	16%	12%	16%	13%	13%	12%	13%	12%	5%	17%
I don't know	6%	4%	4%	6%	6%	5%	3%	4%	5%	4%	13%	6%
NET: No	64%	51%	58%	68%	66%	66%	63%	71%	58%	59%	73%	62%

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Do you think guidelines/policies on the use of generative AI chatbots, are important ?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
Yes	90%	95%	90%	93%	90%	76%	96%	93%	95%	90%	89%	94%
No	10%	5%	11%	7%	11%	24%	4%	7%	5%	10%	12%	6%

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Why do you think guidelines/policies on the use of generative AI chatbots are important?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
We all need to know how to use such tools in the right way	68%	83%	65%	68%	68%	63%	73%	72%	70%	68%	71%	40%
Generative AI presents a risk to my business and we need to be protected	43%	16%	43%	43%	47%	41%	45%	45%	51%	51%	49%	48%
To ensure a level playing field in the workplace	25%	28%	25%	24%	22%	18%	31%	25%	30%	31%	17%	28%
To protect our jobs	16%	11%	17%	17%	15%	12%	15%	19%	15%	28%	12%	12%

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What do you want from your employer on the use of generative AI chatbots in the workplace ?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
Company guidelines – suggestions for how to use the chatbots that are not mandatory to follow	27%	24%	26%	23%	20%	22%	30%	24%	36%	42%	25%	45%
Training	26%	44%	25%	26%	33%	28%	29%	25%	23%	21%	15%	20%
Company policies – mandatory policies that must be adhered to	24%	20%	24%	26%	25%	16%	26%	27%	24%	26%	30%	15%
To lift restrictions on use	7%	4%	8%	7%	7%	11%	9%	7%	9%	5%	7%	7%
An outright ban of generative AI chatbots in the workplace	6%	3%	7%	6%	8%	8%	4%	7%	4%	2%	4%	5%
I don't want anything from my employer	10%	6%	11%	12%	7%	15%	2%	11%	5%	3%	18%	7%

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Has your employer ever communicated any guidance or policies on the use of generative AI chatbots at work?

	GLOBAL	Brazil	USA	UK	Germany	France	UAE	Australia	Singapore	China	Japan	South Korea
Yes, we have voluntary guidelines on the use of generative AI chatbots	21%	35%	23%	16%	15%	15%	33%	14%	19%	43%	12%	19%
Yes, we have mandatory policies on the use of generative AI chatbots	24%	21%	25%	23%	26%	26%	35%	19%	31%	23%	18%	26%
Yes, we have a mandatory policy banning us from using generative AI chatbots at work	12%	7%	15%	9%	17%	15%	12%	13%	12%	11%	8%	14%
No, we have received nothing	35%	34%	31%	44%	32%	35%	17%	46%	33%	19%	48%	35%
I don't know	7%	4%	7%	8%	10%	9%	3%	8%	4%	5%	15%	6%
2-3 times a year	3%	1%	3%	4%	2%	5%	0%	4%	2%	3%	3%	6%

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