



UKGTM

Workplace Intelligence

AI at work: It's here, it's working,
and how will it transform
the workforce

Executive Summary

Artificial Intelligence (AI) has been around for many years, but few people are fully aware of the enormous power and potential it has in our workplaces and lives every day.

By analysing vast amounts of data to identify patterns and behaviours, AI is increasingly managing human-like activities such as problem solving and planning, which in turn is freeing up more time for us to focus on more important things.

Most of the time, we don't even realise that AI is constantly working behind the scenes to streamline what we do. A new study from UKG confirms just that, revealing many Australians use AI daily both at home and at work without knowing it, even though it is making millions of jobs easier.

This 'Workplace Intelligence' research reveals how much they trust AI, where they are keen to embrace these tools, the benefits they expect to gain, and less popular applications of the technology.

The research reveals that more than half of Australian workers are unaware that they are using AI tools at work, or even that they are used anywhere in their organisation.

Despite the ongoing stereotype that AI systems will overtake humans, issues of security pose a more immediate threat to Australian businesses, with one in four Australian workers admitting that they've entered sensitive or confidential work information when using AI tools.

UKG surveyed 1,000 Australian employees from a broad cross-section of industries to better understand their perceptions of using AI at work.



While education on how to safely and securely use AI in the workplace is a must, employees say they're open to using AI at work —though with some critical caveats.

Efficiency and productivity are among the biggest drivers for embracing these tools, with Australian workers also keen to see them used in eliminating bias and favouritism.

They expect AI to make them more productive, freeing up time for more important work and greater collaboration, while improving job satisfaction. But they are less receptive to the idea of AI tools being used in critical HR decisions like hiring, firing and performance evaluation.

In the years ahead, AI will become ever more prevalent in the way we do business, and organisations must understand how their employees view the use of this valued technology to future proof and ensure the overall success of their organisation.

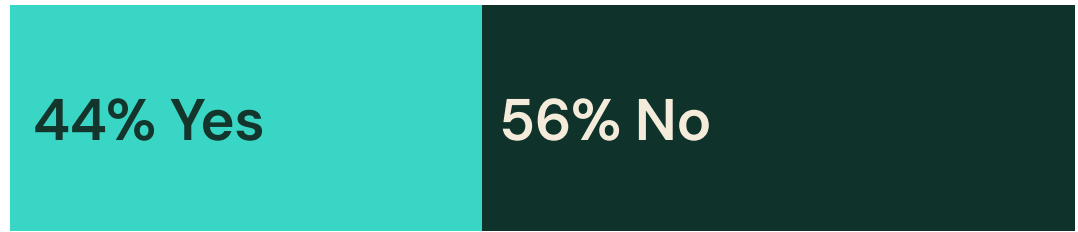
Global executives at companies using AI today estimate that 70% of their total workforce will use AI to automate or augment some of their job tasks by 2028. Even executives at companies not using AI today estimate that 20% of their workforce will use AI to automate or augment some of their job tasks within the next five years.



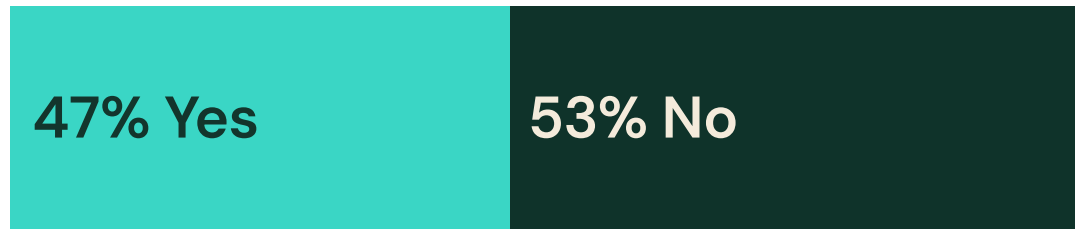
AI tools fly under the radar

More than half of Australian workers are unaware that any of their workplace tools, systems or processes are powered by AI. They are also unaware that AI is used elsewhere within their organisation.

To the best of your knowledge, are any of the workplace tools, systems or processes you personally encounter in your day-to-day work powered by AI?



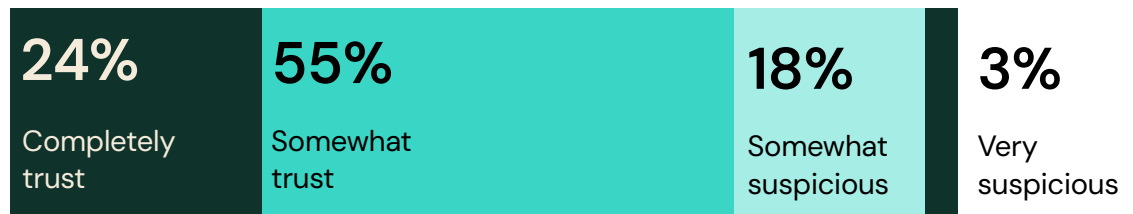
To the best of your knowledge, is your organisation using AI for any of its workplace tools, systems, or processes?



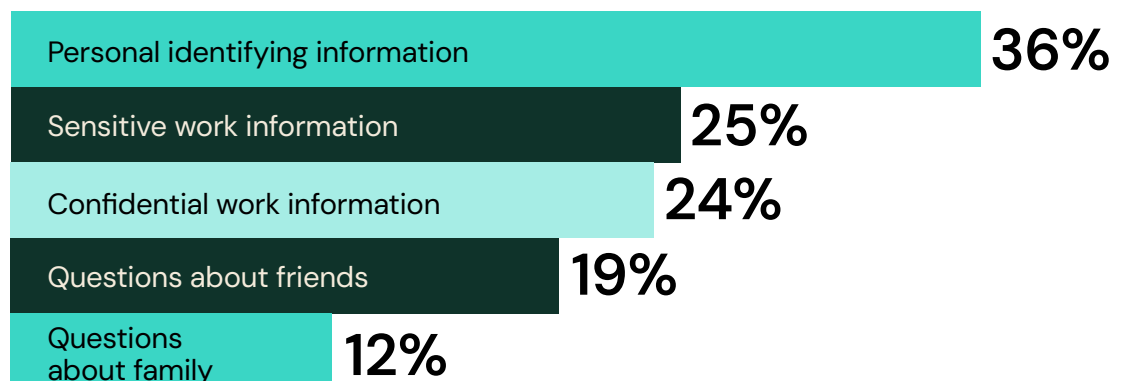
Australian workers trust generative AI

Trust in generative AI tools is high, with 55% somewhat trusting and 24% completely trusting them. Trust is so high that one in four Australians have entered confidential or sensitive work information.

To what extent do you trust the content, answers, or recommendations provided by generative AI tools?



What types of information or questions have you entered into these tools?



Where workers expect to see benefit

Which elements of your day-to-day work would be significantly or slightly increased by the use of AI tools?



Workers expect AI to improve their productivity and work quality. They see this freeing up time for more meaningful tasks and collaboration. This makes them happy, improves job satisfaction and creates willingness to go above and beyond.

Situations where Australians would reject AI

They are less receptive to the idea of AI tools being used in critical HR decisions like hiring, firing and performance evaluation

1 in 2

would somewhat or completely reject the use of generative AI in firing decisions.

2 in 5

wouldn't want generative AI to help decide whether they get a promotion.

1 in 3

don't want it to identify underperformers, help with hiring, or evaluate performance.



Organisations need to be proactive in taking the necessary precautions of AI use in the workplace. Without proper policies or guidance in place, you potentially open yourself to security risks. We need to learn how to work with this emerging technology and adopt, not fight against it

Aaron Thorne,
VP and Managing Director ANZSEA, UKG



Key reasons for embracing these tools

Personal efficiency is a driver with high scores for balancing workloads and completing more work. The tools are viewed as having a positive impact on business productivity and profitability. They are also seen as having a role in ensuring fairness by eliminating favouritism and bias.



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