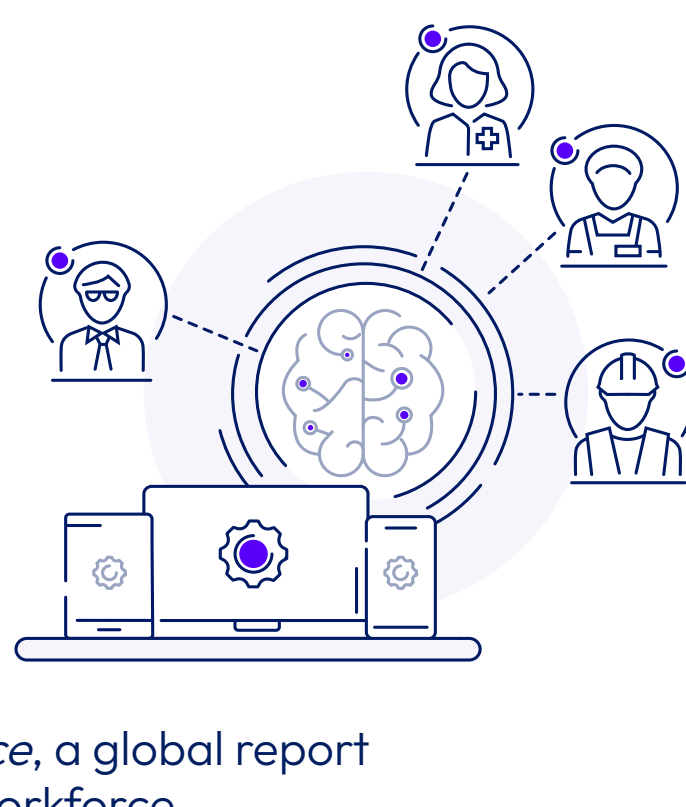


# Employees and management don't see eye to eye on AI



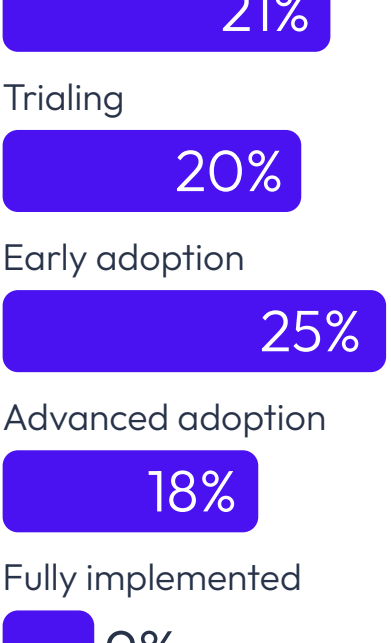
Insights from *The Business of Balance*, a global report analyzing trends in the distributed workforce

Conducted by Vanson Bourne, a new global survey of 2,960 HR, IT, and business decision-makers and employee-level respondents revealed substantial differences between employee views on AI and those of management.<sup>1</sup> While management has a nuanced understanding of both the opportunities and risks presented by AI, employees are less likely to perceive AI's potential impact one way or the other—leading to communication issues that could ultimately have a negative impact on company culture.

## AI adoption is still in its early stages, leaving a lot to speculation



### Current stage of AI adoption

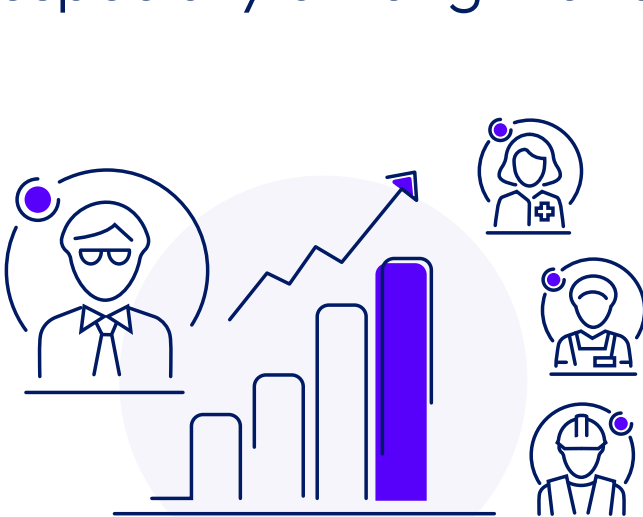


### The most common current use cases for AI

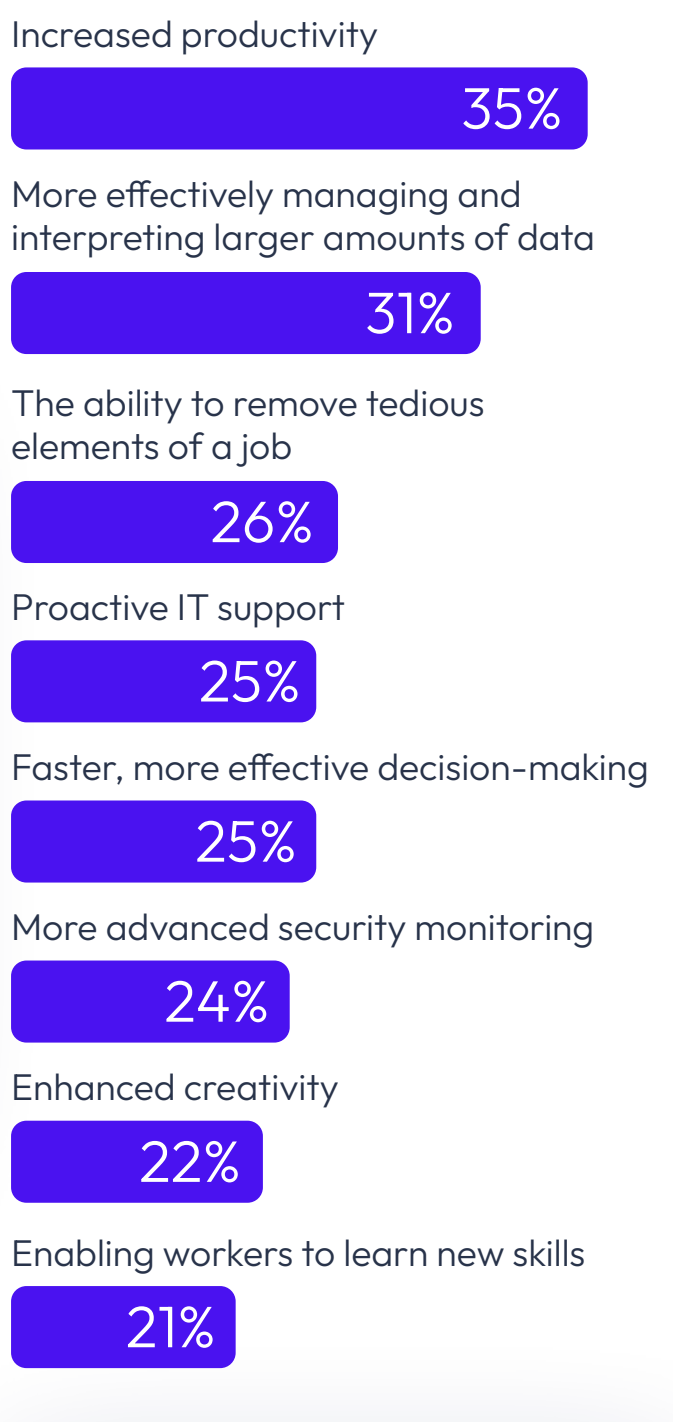


These use cases reflect the trend of organizations struggling to make use of high volumes of data, and IT departments being asked to do more despite tighter budgets and fewer resources.

## Respondents anticipate strong benefits from AI, especially among management



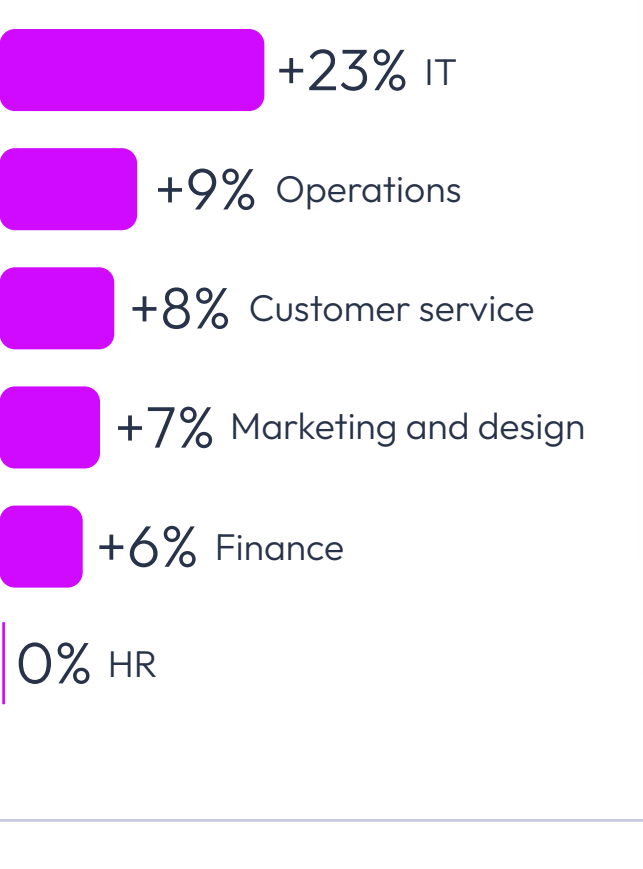
### Anticipated benefits from AI



While the vast majority anticipate some benefits from AI, employee-level respondents are much more likely to be skeptical—with employees being **7X** more likely to say "AI will not be beneficial to my organization."

### Expected departmental impact from AI adoption

While respondents were likely to anticipate benefits across most departments in the next two years, they were deadlocked when it came to AI's potential impact on HR, likely owing to the fact that it's such a people-focused discipline.

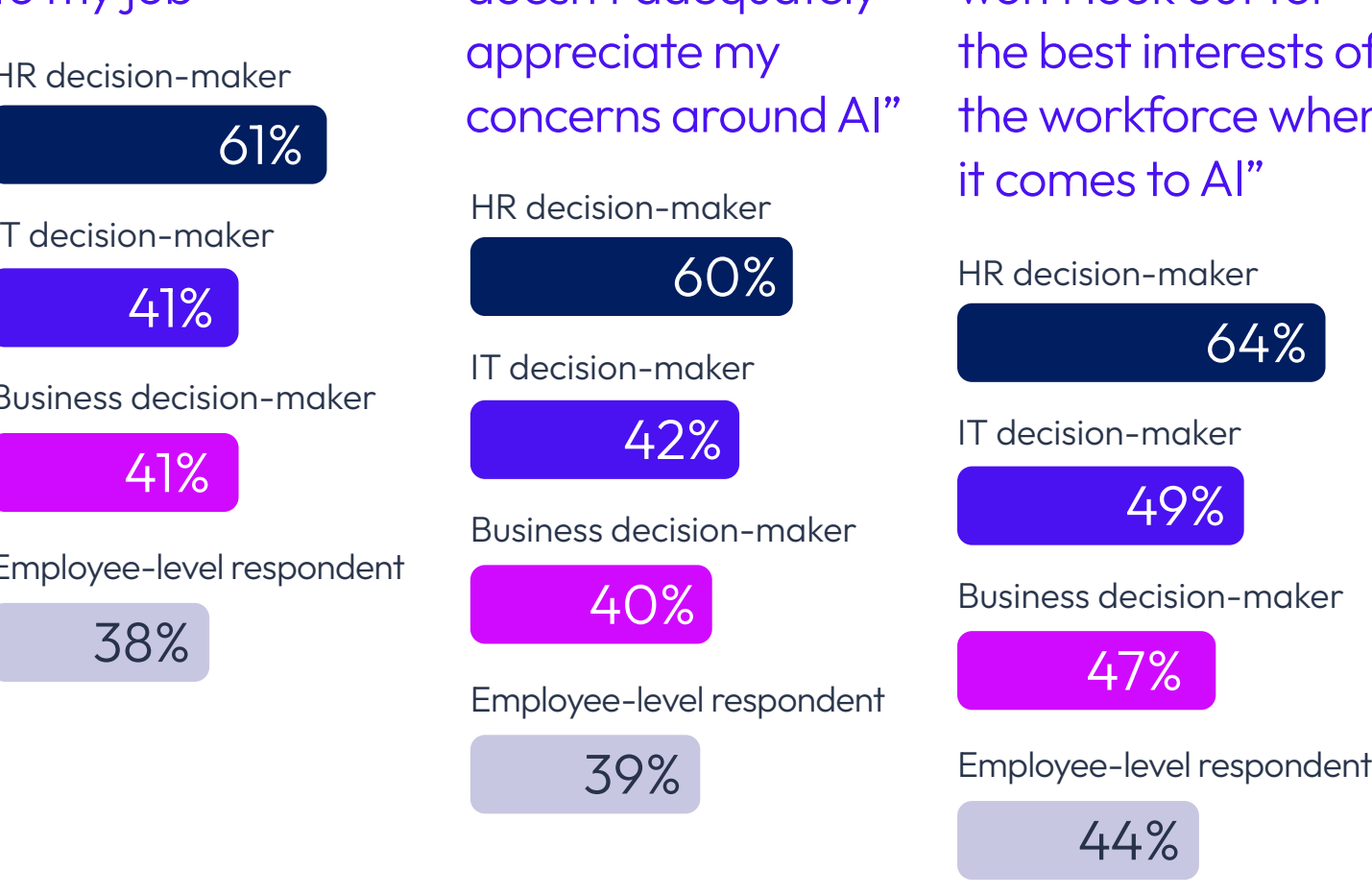


Employee-level respondents were less likely to believe AI would have an impact on any department in the next two years, either positively or negatively.

- 7% were less likely to say AI would have a **positive** impact
- 5% were less likely to say AI would have a **negative** impact

## HR feels most threatened by AI

While respondents anticipate seeing the positive impact of AI on overall departments and individual tasks, many employees and managers are still apprehensive about its future expansion. In particular, nearly half of respondents agree AI poses a threat to their jobs and that their organizations aren't attuned to their concerns about it.



### Frontline workers expressed greater concern than knowledge workers



Interestingly, HR decision-makers are more likely to fear the impact of AI, possibly due to their greater insight into how their organizations plan to roll out AI and which jobs it will most affect. Meanwhile, employee-level respondents are least likely to report concerns. This is likely due to a lack of awareness about their organizations' plans for AI.

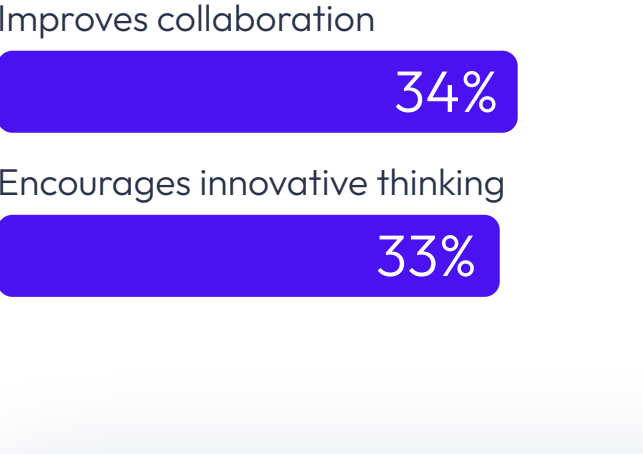
And yet, leaders on the whole feel as though they're well equipped to talk to their employees about how AI will affect their work. Something is clearly getting "lost in translation," keeping employees in the dark when it comes to AI. This is bound to have consequences on morale, retention, and company culture once AI starts to affect employees' working lives day to day.



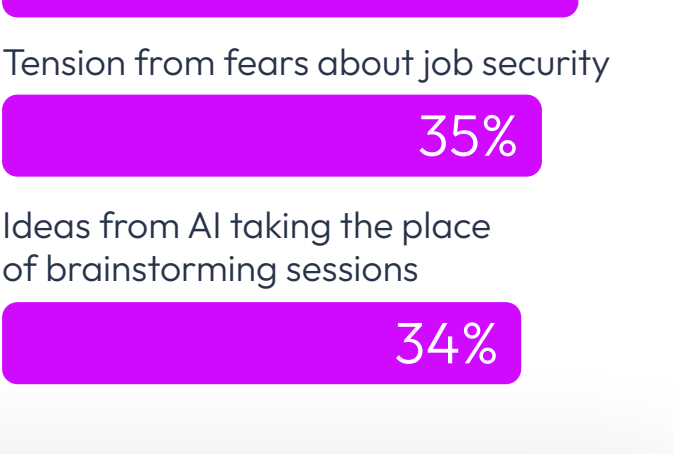
## AI's impact on company culture

Just as AI will undoubtedly have an impact on individual careers, the vast majority (93%) of respondents believe that AI will impact company culture as well. These impacts vary from positive influences, like the reduction of stress from a lightened workload, to negative ones, like tension from job security fears. As with so many things when it comes to AI, the effects on company culture will be a mixed bag.

### Positive impacts of AI on company culture



### Negative impacts of AI on company culture



Employees were **More than 3X** as likely as decision-makers to say AI will have no impact on company culture—again, potentially reflecting a lack of communication on the part of leadership.

## The best tool for successful AI implementation? Clear and measured communication

Survey data indicates that employees are currently in a state of "ignorance is bliss" when it comes to the impacts of AI. They are not very concerned about how it will change their working lives because they think these changes will be small. Decision-makers are more attuned to AI's impact—both positive and negative—on the business and the workforce. Decision-makers are advised to prioritize clear and measured communications around AI so that employees aren't taken by surprise.



[DOWNLOAD THE FULL REPORT](#)

1. VMware, Inc. and Vanson Bourne. "The Business of Balance: Organizations Grapple with the Impact of AI and Remote Work on Company Culture." 2024.