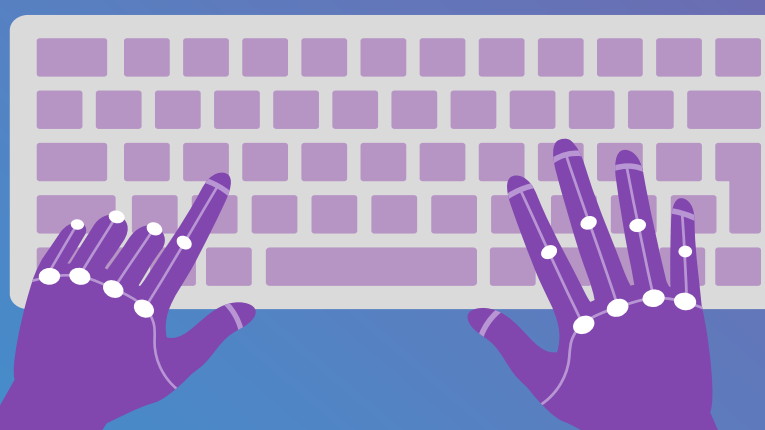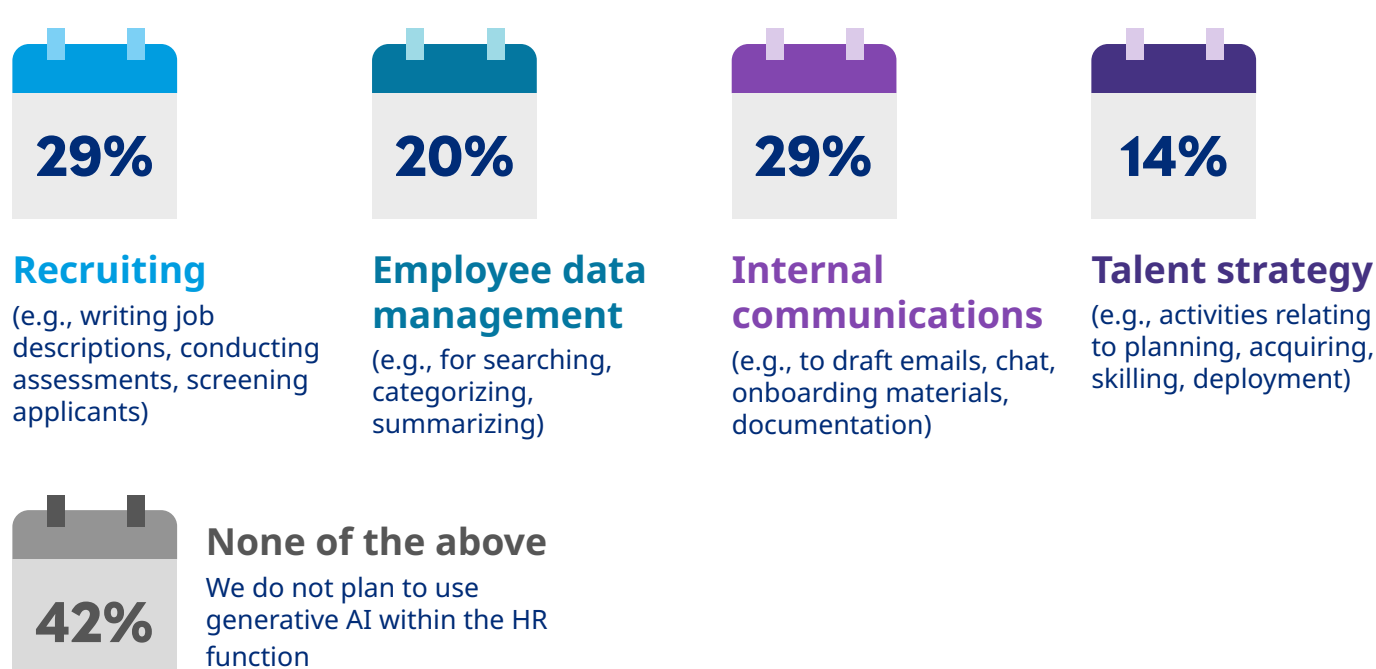# Attitudes and adoption of AI at work

Who are the early adopters and who are the reluctant resisters when it comes to using generative AI at work? Mercer's Real-time Insights survey collected data from organizations around the world about attitudes and usage trends of generative AI.

Some organizations are planning to use generative AI to assist with recruiting and internal communication tasks.

Approximately **42%** of organizations do not plan to use generative AI within the HR function, suggesting some caution or hesitancy in adopting this rapidly growing technology; or perhaps a preference for a slower, more cautious approach.

How organizations plan to use generative AI within the HR function in the next 12 months

29% **Recruiting**
(e.g., writing job descriptions, conducting assessments, screening applicants)

20% **Employee data management**
(e.g., for searching, categorizing, summarizing)

29% **Internal communications**
(e.g., to draft emails, chat, onboarding materials, documentation)

14% **Talent strategy**
(e.g., activities relating to planning, acquiring, skilling, deployment)

42% **None of the above**
We do not plan to use generative AI within the HR function

AI will increase efficiency, automate repetitive tasks and provide more time to focus on complex and strategic tasks.

Around **75%** of organizations anticipate generative AI will **increase efficiency** and **automate repetitive tasks**. Around **41%** of organizations believe the introduction of AI will impact the **redesign of work or jobs**. Interestingly, **41%** of organizations indicated that AI will **minimize the time work takes** for humans.

How generative AI will impact workforce and operations

77%	**76%**	**66%**	**42%**	**41%**
Automation of repetitive tasks	Increase efficiency	Provide more time to focus on complex and strategic tasks	Minimize the time of work	Redesign of work or jobs
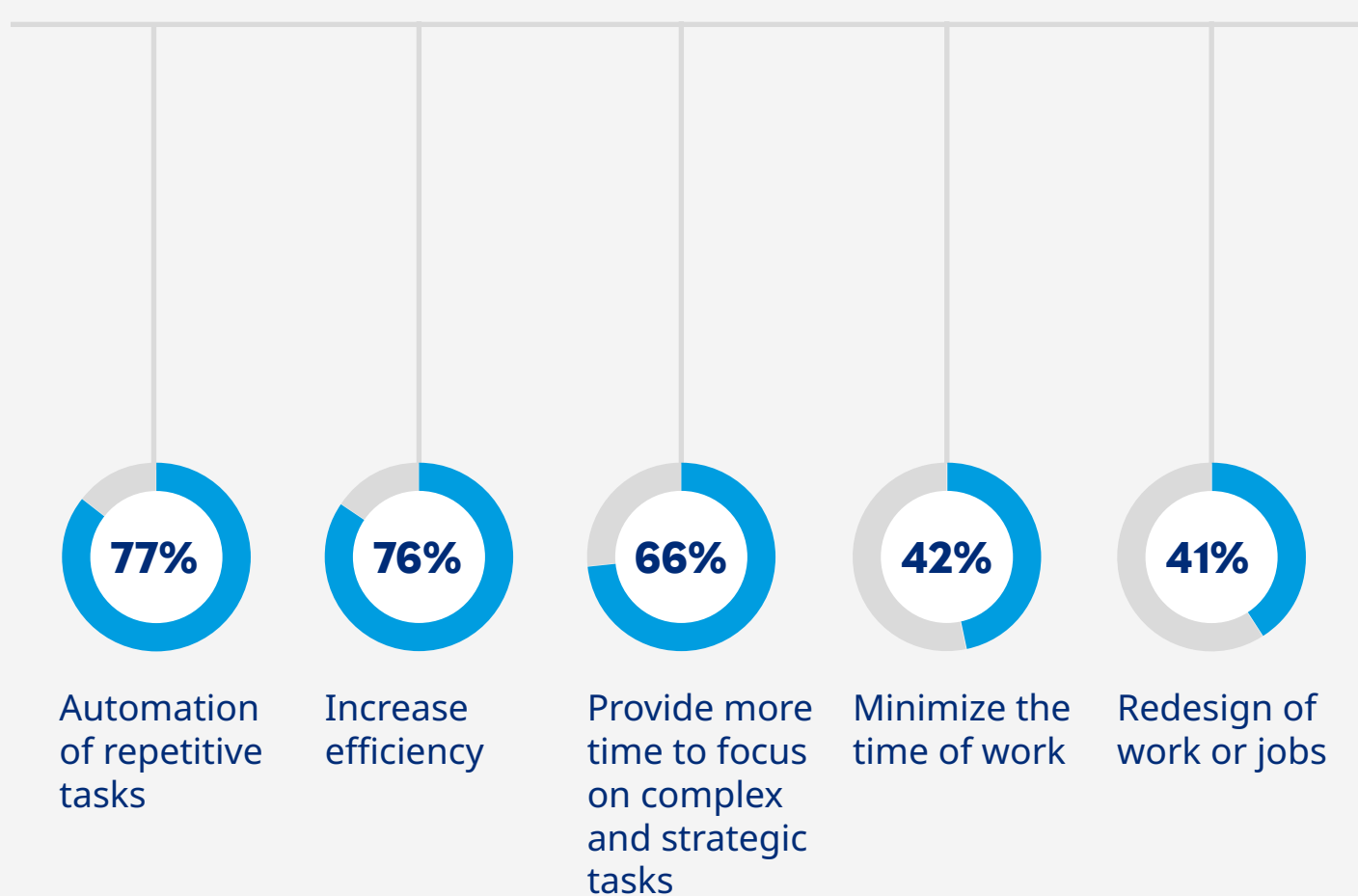
Most organizations are not fully prepared for the human-machine teaming era.

Approximately **two-thirds** of organizations reported that they were either **not prepared or only somewhat prepared** to succeed in the new era of AI. Only **3%** of organizations feel that they are **very prepared**.

Level of preparedness for the human-machine teaming era
(e.g., generative AI, automation, chatbots, etc.)

- Very prepared **3%**
- Moderately prepared **10%**
- Unsure **21%**
- Not prepared **33%**
- Somewhat prepared **33%**
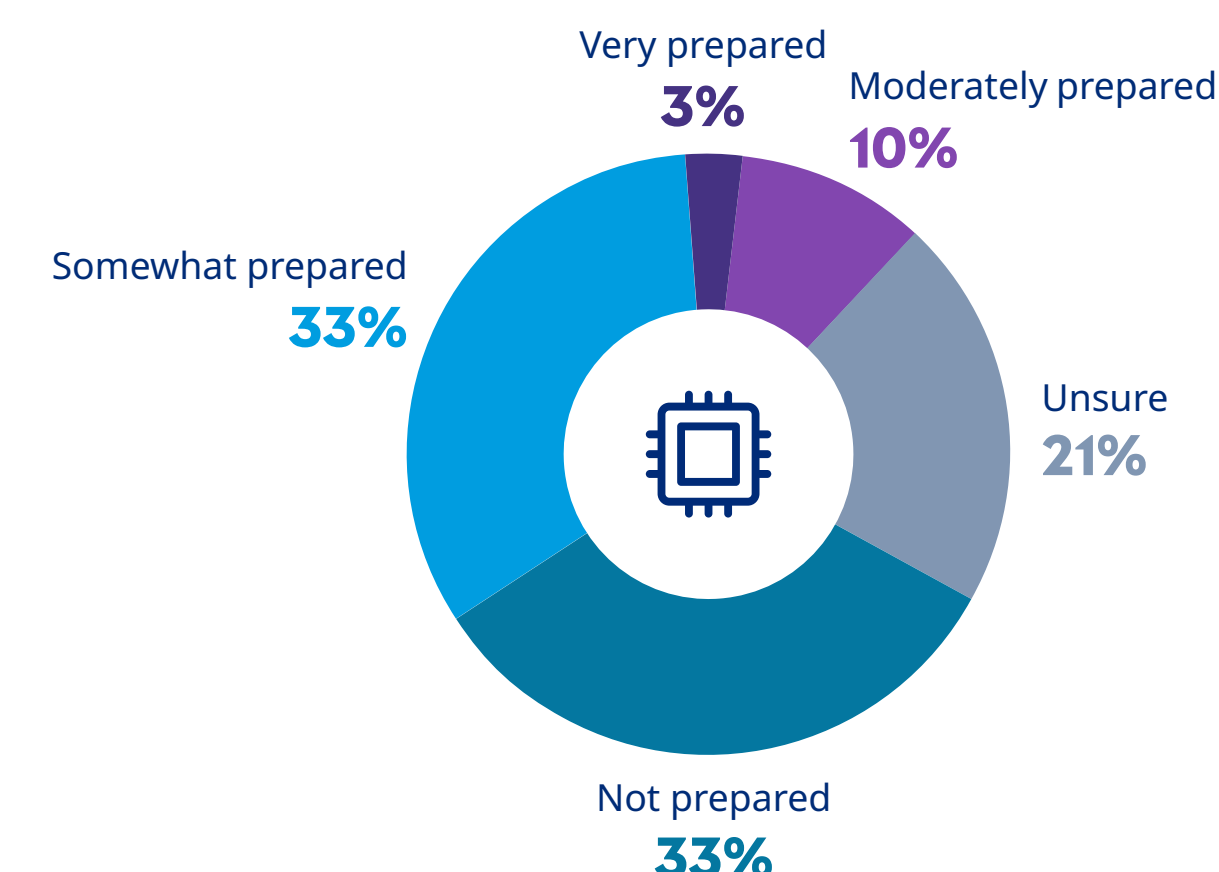
While AI is gaining a lot of attention in the news, our real-time data suggests that **most organizations continue to evaluate the adoption of AI** at work. The anticipated benefits of AI are primarily related to saving time and energy by automating simple or repetitive tasks so that humans can focus on more complex problems and tasks.

Source: Mercer's Real-time Insights survey, June 2023

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