



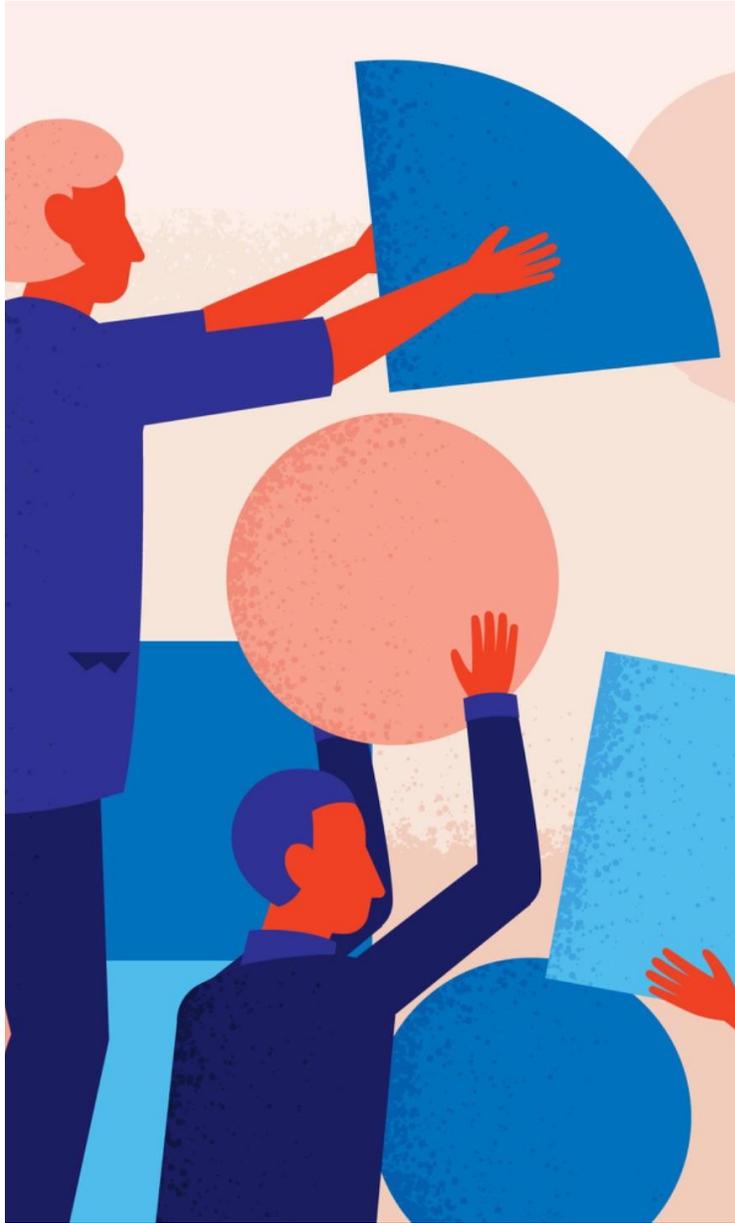
Insights Report

GenAI at Work

Exploring Its Disruptive & Transformational Impact
On Employees



GenAI at Work: Opportunity or Threat?



It was just over two years ago that generative artificial intelligence (GenAI) took the world by storm. On November 30, 2022, an early version of ChatGPT was released. Within five days, the platform had attracted over one million users.

Since then, more sophisticated versions of ChatpGPT have been introduced and other GenAI platforms have been developed. Now it is estimated that over half a billion people worldwide are using GenAI personally or professionally.

Despite this rapid adoption, many business leaders, managers, and front-line workers are still trying to make sense of this new technology and determine if it is an opportunity or threat for their organizations, their teams, and their jobs.

To explore the workplace implications of GenAI, we recently conducted a field study of just under 250 employees working in a cross-section of companies and industries. Results reveal a wide range of experiences with and concerns about this new technology.

In this Insights Report, we highlight key findings from this field study and discuss implications for senior leaders, people managers, and HR decision makers.

Hype or help: Is GenAI making a difference at work?

Headlines about the revolutionary power of GenAI have dominated the popular press in recent years. Workplace pundits, technologists, and business leaders have predicted that GenAI will transform the workplace, making organizations more effective, efficient, and intelligent. But is that the case?

To explore this question, we sought to understand how employees are using GenAI at work. In February 2025, we deployed Remesh Recruit + Flex to assemble a research sample of 246 employees working in a cross-section of US and UK organizations.

Employing a brief mixed-method approach, we asked participants a combination of open and closed-ended questions.

Our research goal: to explore the lived experiences that employees are having with GenAI at work.

Once the Flex session concluded, we used Remesh's comprehensive suite of analytic tools, including statistical analyses, natural language processing, and Gen-AI powered large language models, to synthesize, summarize, and integrate all the quantitative and qualitative data we collected.

We also conducted gender, generational, and occupational analyses based on the demographic information we collected from participants.

Sample Highlights

54% Women, 45% Men, 1% Nonbinary

49% Gen Z, 42% Millennials, 7% Gen X, 2% Baby Boomers

38% Non-Management, 24% Frontline Manager, 23% Middle Manager, 11% Senior Manager, 5% C-Suite

To ensure participants had experience using AI, we included a screener question and eliminated anyone who had never used AI (n = 11; 4% of initial research pool of 257 participants).

Participants work in a cross-section of industries, including Technology (24%), Healthcare (14%), Education (9%), and Financial Services (9%), and a variety of functions, including IT (22%), Administration (13%), Operations (11%), R&D (10%), Accounting & Finance (9%), and HR (7%).



GenAI use is widespread and frequent, especially among senior leaders.

To understand how broadly GenAI has been adopted in organizations, we asked participants how often they use GenAI at work.

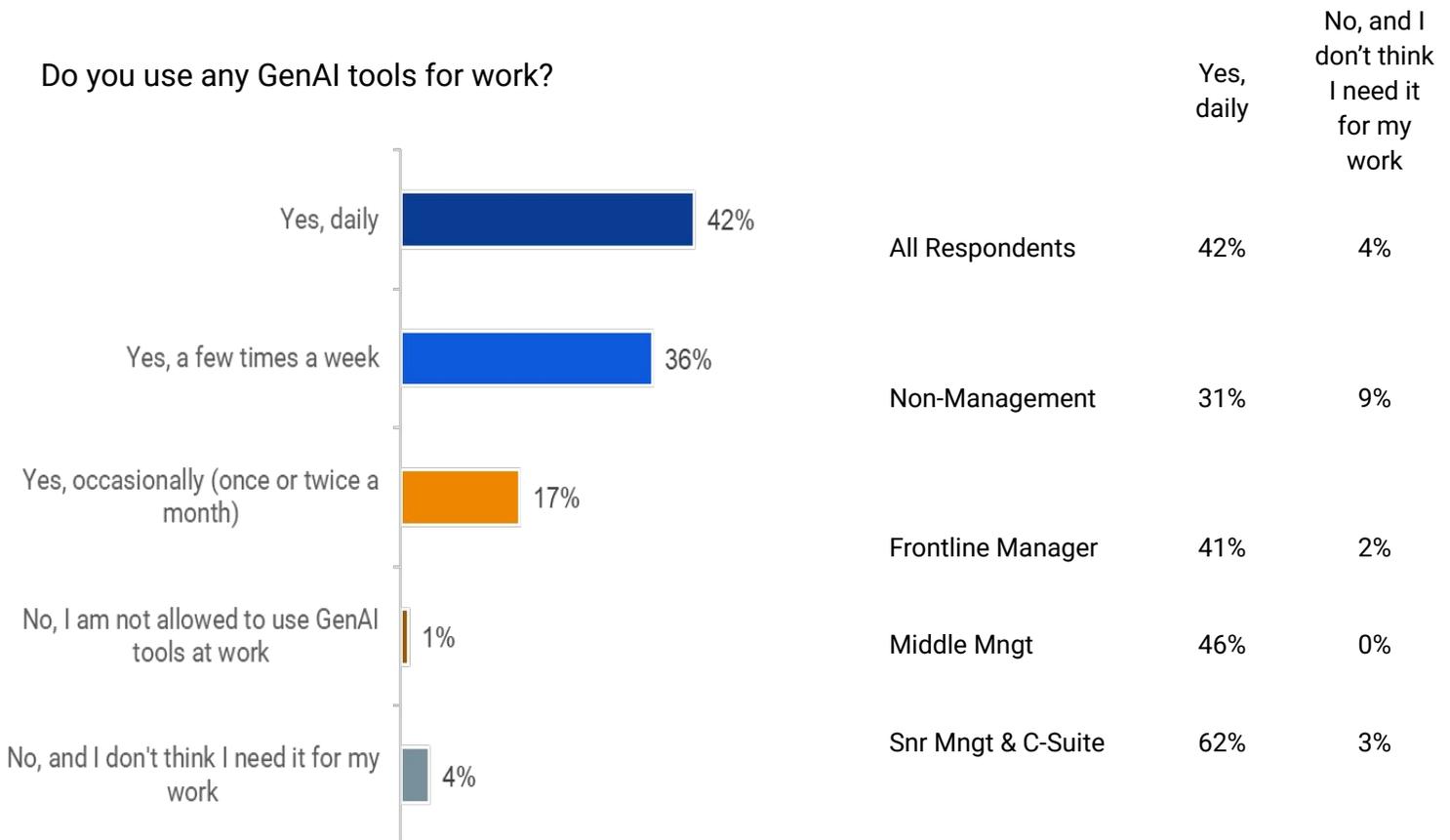
We found that 95% of employees in our research sample are using GenAI at least once a month. In fact, 42% said they use GenAI on a daily basis. Only 1% said they are not allowed to use GenAI tools at work. Another 4% said they don't think they need it for the kind of work they do.

42% of respondents are using GenAI at work on a daily basis.

We also found that GenAI utilization varied widely across job levels.

- Only 31% of non-management employees said they use GenAI on a daily basis;
- By contrast, 62% of senior managers and C-Suite leaders said they use GenAI daily.

Do you use any GenAI tools for work?



Employees value the efficiency gains that GenAI provides.

Employees said they use GenAI at work because it increases their efficiency and productivity and enhances their creativity and brainstorming. Respondent also noted that GenAI automates repetitive tasks and reduces errors and inaccuracies.

Based on your experience, what are the biggest benefits to using GenAI at work?

Remesh AutoCode Content Category	No of Comments
Saves time & increases efficiency	113
Increases productivity	51
Helps with writing & content creation	40
Allows me to access vast information/knowledge	36
Enhances creativity & idea generation	35
Generates quick & reliable responses	25
Automates repetitive tasks	22
Supports brainstorming and problem solving	21
Reduces errors and increases accuracy	19
Improves decision making	19

Biggest Benefits

“[GenAI] automates repetitive tasks like data entry, report generation, and email drafting. Speeds up research and content creation, saving time for strategic work.”

“It enhances personalization for customers, boosts creativity and innovation, it improves customer service through faster response times and it also quickly produces various types of articles and marketing copy.”

But they are concerned about data privacy, data accuracy, and over-dependency.

Do you have any concerns about using GenAI at work? If so, what are they?

Remesh AutoCode Content Category	No of Comments
Inaccuracy and reliability of information	52
Data privacy and security concerns	51
Over-reliance leading to reduced critical thinking	21
Dependency on AI leading to laziness	20
Hallucinations	19
Concern about data usage and storage	15
Job displacement and automation	14
Loss of creativity and originality	11
Potential for bias in AI responses	9
Ethical concerns/misuse of AI	5

Employees' top concerns were about data accuracy, reliability, and security. As one respondent said, "I believe sometimes using GenAI could make some misleading informations, which would end with customer dissatisfaction. I'm also concerned about privacy and data security."

Employees were also worried about the impact this new technology could have on their critical thinking and creativity. "Using GenAI is somewhat addictive," said one Gen Z frontline manager, "and can make a person not use their mind into its full potential."

It is worth noting that 30% of respondents said they did not have any concerns about using GenAI at work.

Remesh Word Cloud: Common Concerns



While usage is widespread, few organizations have structured GenAI adoption plans.

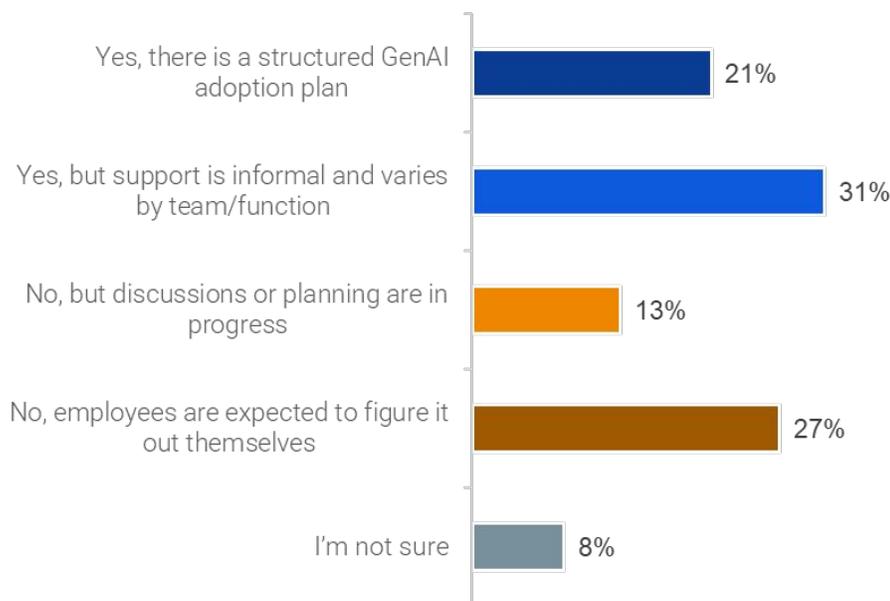
Our findings suggest that in many workplaces, employees are rushing headlong into this brave new world of GenAI without any formal training, policies, or procedures. Only 21% of respondents said their organization provides a structured GenAI adoption plan. In many organizations, adoption plans are informal (31%), in development (13%), or non-existent (27%).

27% of respondents said employees are expected to figure out how to use GenAI on their own.

When we looked at adoption plans across industries, we found a range of GenAI strategies.

- Technology and Healthcare were the most likely to provide structured GenAI adoption plans.
- Professional services firms were the most likely to implement informal, team-based adoption plans.
- Government agencies were the most likely to expect employees to figure out how to use GenAI on their own.

Has your organization taken steps to help employees utilize GenAI and incorporate it into their work?

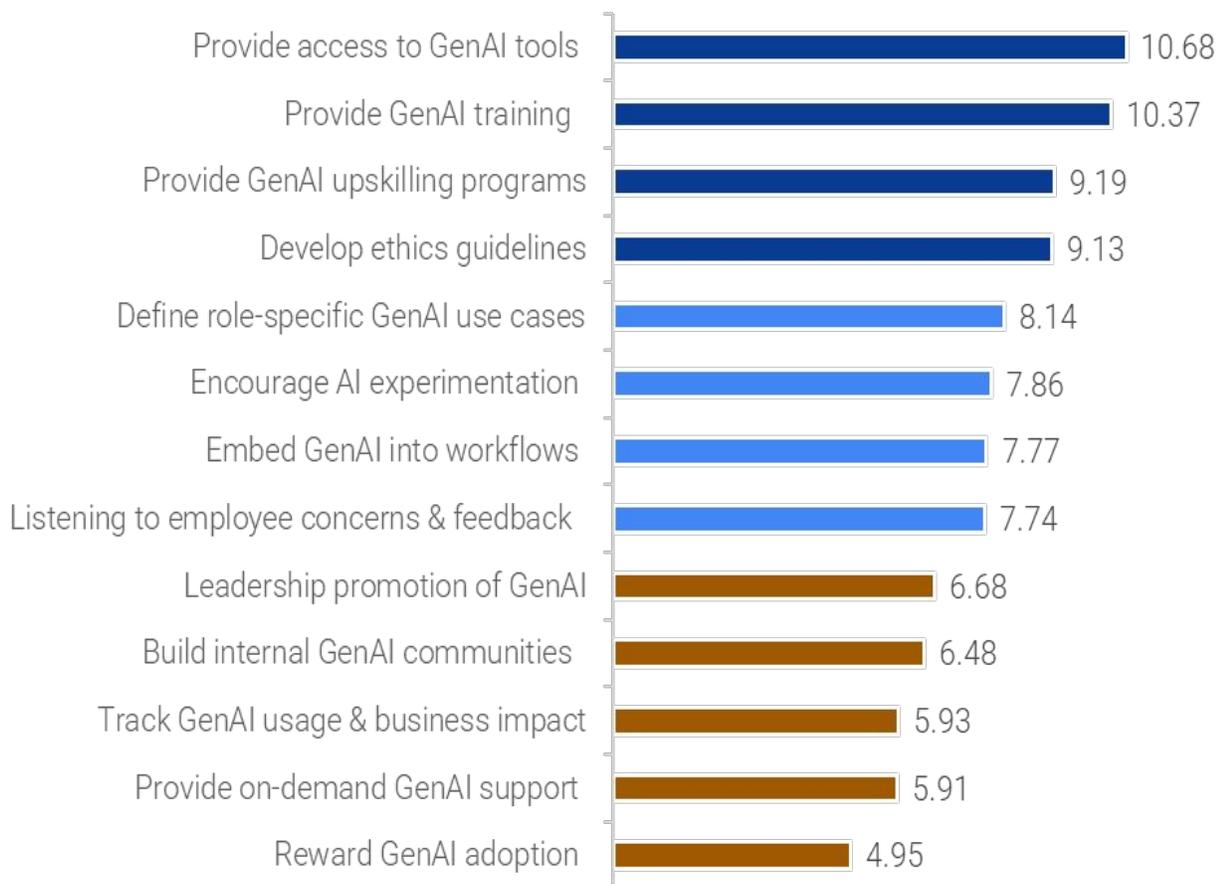


Employees want GenAI tools, training, upskilling, and ethics.

Using both closed and open-ended questions, we asked employees to identify their top priorities for incorporating GenAI into work. They said that access and training, along with upskilling and ethics, were critical. As one non-management respondent said, “I would focus on providing full and fair access to AI tools and creating a structure that helps provide the organization with the best ways to utilize the tools safely and effectively.”

Another respondent, a female millennial, emphasized the importance of listening and dialogue throughout the adoption process: “I would first like to know what is the opinion of the team, what are the concerns, and later discuss how we could use it for more effective work.” This was one of the most highly endorsed comments in this field study.

How would you rank order these GenAI adoption strategies?



Despite limited adoption plans, most are optimistic about GenAI at work this year.

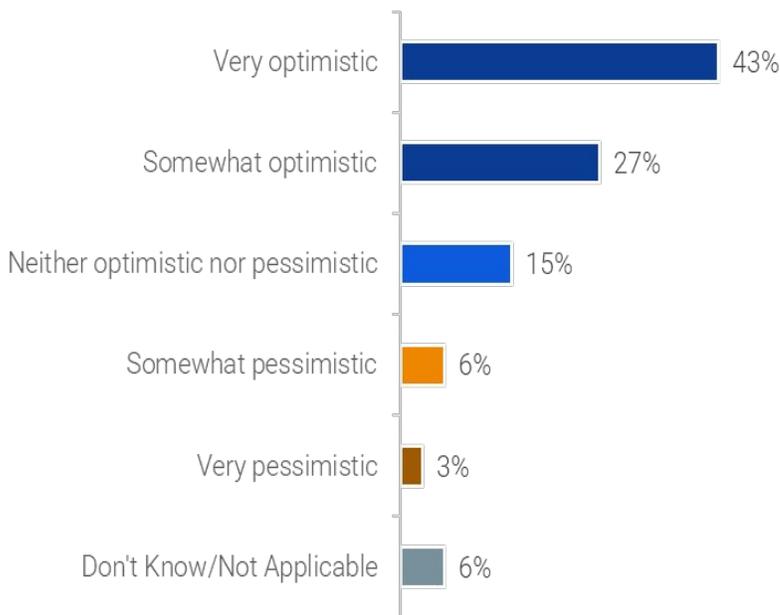
We concluded our field study by asking respondents to reflect on their overall perceptions of GenAI at work.

While concerns exist, 70% of respondents said they are *very* or *somewhat* optimistic that their organization will find effective ways to utilize GenAI this year. Just 9% indicated they are *somewhat* or *very* pessimistic.

When we analyzed results across job levels, generations, and gender, we found widespread optimism about GenAI, especially among senior managers, C-Suite leaders, and Gen X respondents.

But we also found non-management employees have concerns. Only 55% are optimistic their organizations will find effective ways to utilize GenAI this year; 15% are pessimistic.

To what extent are you optimistic that your organization will find effective ways to utilize GenAI this year?



	Optimistic	Pessimistic
All Respondents	70%	9%
Non-Management	55%	15%
Front-Line	71%	5%
Middle Mngt	71%	9%
Snr Mngt & C-Suite	89%	0%
Gen X	82%	0%
Gen Y/Millennials	65%	10%
Gen Z	72%	10%
Females	70%	10%
Males	71%	7%



Will GenAI disrupt or transform your organization?

These findings make a clear point: GenAI has quickly become a widely utilized and highly valued technology. But employees want training, guidance, and guardrails to ensure they are using it effectively and ethically.

If your organization hasn't developed a GenAI adoption play yet, now is a good time to start. Here are three steps to consider.

1. [Talk to your employees](#)
Based on this field study, employees are eager to talk about both the opportunities and threats associated with using GenAI at work. They want to share their experiences, their successes, and their concerns. Any effective adoption strategy should start with organization-wide dialogues about current perceptions, practices, and pitfalls..
2. [Prioritize Training & Ethics](#)
Time and again, respondents said that successful GenAI adoption requires regular, ongoing training and clear ethical guidelines. When training and guidelines are present, employees feel more empowered to use GenAI in ways that benefit their organization and their stakeholders.
3. [Incorporate Multiple Perspectives](#)
In our study, we found that employees were most optimistic about implementation plans when they were led by cross-functional teams (e.g., Data & AI team; IT & HR). This makes sense: GenAI adoption requires a blend of technological, cultural, and procedural changes. Ensuring your adoption team has a breadth of experience and expertise is critical.



