

**2024 PEW RESEARCH CENTER'S AMERICAN TRENDS PANEL
WAVE 157 OCTOBER 2024
FINAL TOPLINE
OCTOBER 7-13, 2024
TOTAL N=5,273**

Note: All numbers are percentages unless otherwise noted. Percentages less than 0.5% are replaced by an asterisk (*). Rows/columns may not total 100% due to rounding.

"No answer" includes web respondents who do not answer the question as well as telephone respondents who refuse to answer or who say they don't know how to answer. In cases where "not sure" was offered as an explicit option to web and telephone respondents, the "no answer" category includes only web skips and telephone refusals.

This survey was conducted primarily online, with some interviews conducted by live telephone. This topline shows the programming language for online administration. For details on how questions were slightly modified for phone administration, visit the questionnaire.

American Trends Panel surveys conducted between October 2016 and June 2024 were conducted fully online (with tablets and data plans provided to adults without home internet).

PN = Programming note

	Sample size	Margin of error at 95% confidence level
All employed adults with one job or a primary job ¹	5,273	+/- 1.7 percentage points

JOBNUM

BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

How many jobs do you currently have?

	<u>One</u>	<u>More than one, but consider one of them my primary job</u>
Oct 7-13, 2024	83	17
Feb 6-12, 2023	83	17
Jan 24-30, 2022	83	17
Oct 13-19, 2020	84	16

TRANSITION1

[PN: DISPLAY IF HAS MORE THAN ONE JOB BUT CONSIDERS ONE PRIMARY (JOBNUM=2):]

For this survey, please think only about the job you consider your primary job.

¹ All employed adults in the American Trends Panel were eligible to take this survey. However, for analytical purposes, only those who said they have one job or have multiple jobs but consider one to be their primary job are included in this topline. The 3% of workers who have multiple jobs and do not consider one to be their primary job or did not provide an answer to the question about how many jobs they have are excluded from this analysis.

ADDITIONAL QUESTIONS PREVIOUSLY RELEASED**INDUSTRY****BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:**

What industry or field do you currently work in?

Oct 7-13,
2024

10	Hospitality, service, arts, entertainment and recreation
17	Health care and social assistance
13	Manufacturing, mining, construction, agriculture, forestry, fishing and hunting
11	Retail and trade
10	Education
7	Banking, finance, accounting, real estate or insurance
7	Transportation
7	Government, public administration or military
6	Information/Technology
8	Professional, scientific and technical services
3	Other [TEXT BOX – RESPONSES NOT SHOWN]
*	No answer

ADDITIONAL QUESTIONS PREVIOUSLY RELEASED**JOBDUTYMOD****BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:
[PN: RANDOMIZE ITEMS]**

Does your work involve any of the following duties or tasks?

	<u>Yes</u>	<u>No</u>	<u>No answer</u>
a. Manual or physical labor Oct 7-13, 2024	48	52	*
b. Managing or supervising others Oct 7-13, 2024	45	55	1
c. Working directly with clients or customers Oct 7-13, 2024	73	27	*
d. Data processing or analysis Oct 7-13, 2024	46	54	1

ADDITIONAL QUESTIONS PREVIOUSLY RELEASED

GOTTRAIN**BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:**

In the past 12 months, have you taken a class or gotten extra training to learn, maintain or improve job skills?

Oct 7-13,
2024

51	Yes, have taken a class or gotten training
49	No, have not taken a class or gotten training
*	No answer

ADDITIONAL QUESTIONS PREVIOUSLY RELEASED**AIWRKTRAIN****ASK IF HAVE TAKEN CLASS OR GOTTEN TRAINING (GOTTRAIN=1) [n=2,860]:**

Were any of the classes you took or training you got in the past 12 months related to the use of artificial intelligence tools or technology?

Oct 7-13,
2024

24	Yes
76	No
*	No answer

ADDITIONAL QUESTIONS PREVIOUSLY RELEASED**SKILLIMP****BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:****[PN: RANDOMIZE ITEMS ACROSS TWO SCREENS; ROTATE RESPONSE OPTIONS IN SAME ORDER AS JOBSAT]**

Now thinking about workers in general, how important do you think each of the following is for a worker to be successful in today's economy?

	<u>Extremely important</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not too important</u>	<u>Not at all important</u>	<u>No answer</u>
a. Interpersonal skills, such as getting along with people and resolving conflicts Oct 7-13, 2024	47	37	12	2	1	*
b. Written and spoken communication skills Oct 7-13, 2024	46	39	12	2	1	*
c. Management or leadership skills Oct 7-13, 2024	22	37	34	6	2	*

SKILLIMP CONTINUED ...

	<u>Extremely important</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not too important</u>	<u>Not at all important</u>	<u>No answer</u>
d. Skills to operate, build, or repair machinery or equipment Oct 7-13, 2024	16	25	37	16	6	*
e. The ability to do physical or manual work or use hand tools Oct 7-13, 2024	16	28	38	14	4	*
f. Basic computer skills, such as word processing or creating spreadsheets Oct 7-13, 2024	38	35	21	4	2	*
g. High-level math, analytical, or computer skills Oct 7-13, 2024	12	28	44	14	3	*
h. Skills to understand and use artificial intelligence tools or technology Oct 7-13, 2024	12	23	42	17	6	*
i. Critical thinking skills, such as evaluating facts and making informed decisions Oct 7-13, 2024	47	37	13	2	1	*

[PN: DISPLAY TO ALL:]

On a different topic...

AIWRKHEARD

BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

[PN: ROTATE RESPONSE OPTIONS 1-3/3-1]

Artificial intelligence (AI) can be used in the workplace to collect data, make decisions and complete tasks. AI can be used by both employers and workers in different industries.

How much have you heard or read about the use of AI in the workplace?

Oct 7-13,
2024

26	A lot
57	A little
17	Nothing at all
*	No answer

AIWRKFEEL

ASK IF HEARD OR READ OF AI USE IN THE WORKPLACE (AIWRKHEARD=1-2) [n=4,538]:
[PN: RANDOMIZE ITEMS]

When you think about how AI may be used in the workplace in the future, do you generally feel...

		<u>Yes</u>	<u>No</u>	<u>No answer</u>
a.	Hopeful Oct 7-13, 2024	43	56	*
b.	Excited Oct 7-13, 2024	36	64	*
c.	Worried Oct 7-13, 2024	62	37	*
d.	Overwhelmed Oct 7-13, 2024	40	60	*

AIWRKHEARD/AIWRKFEEL COMBO TABLE BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

		Have heard of workplace <u>AI use</u>	<u>Yes</u>	<u>No</u>	<u>No answer to AIWRKFEEL</u>	Have not heard of workplace <u>AI use</u>	<u>No answer to AIWRKHEARD</u>
a.	Hopeful Oct 7-13, 2024	83	36	47	*	17	*
b.	Excited Oct 7-13, 2024	83	29	53	*	17	*
c.	Worried Oct 7-13, 2024	83	52	31	*	17	*
d.	Overwhelmed Oct 7-13, 2024	83	33	50	*	17	*

AIWRKDONE1

ASK IF HEARD OR READ OF AI USE IN THE WORKPLACE (AIWRKHEARD=1-2) [n=4,538]:
[PN: ROTATE RESPONSE OPTIONS 1-5/5-1, HOLDING 6 LAST]

Now thinking of the tasks you do in your job, how much of your work is done with AI?

Oct 7-13, <u>2024</u>	
1	All
1	Most
17	Some
29	Not much
48	None
4	Not sure
*	No answer

AIWRKHEARD/AIWRKDONE1 COMBO TABLE BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

Oct 7-13, <u>2024</u>	
83	Have heard of workplace AI use
1	All
1	Most
14	Some
24	Not much
40	None
3	Not sure
*	No answer to AIWRKDONE1
17	Have not heard of workplace AI use
*	No answer to AIWRKHEARD

AIWRKDONE2

ASK IF SOME OR LESS OF THEIR JOB IS CURRENTLY DONE WITH AI (AIWRKDONE1=3-5)

[n=4,276]:

[PN: ROTATE RESPONSE OPTIONS IN SAME ORDER AS AIWRKDONE1, HOLDING 6 LAST]

Regardless of how much of your work is currently done with AI, how much of what you do in your job do you think can be done with AI?

Oct 7-13, <u>2024</u>	
1	All
6	Most
39	Some
32	Not much
19	None
3	Not sure
*	No answer

AIWRKHEARD/AIWRKDONE2 COMBO TABLE BASED ON WORKERS WHO SAY NOT MUCH OR NONE OF THEIR JOB IS CURRENTLY DONE WITH AI OR HAVE NOT HEARD OF WORKPLACE AI USE (AIWRKDONE1=4-5 OR AIWRKHEARD=3) [n=4,188]:

Oct 7-13, <u>2024</u>	
79	Have heard of workplace AI use
1	All
3	Most
27	Some
27	Not much
18	None
3	Not sure
*	No answer to AIWRKDONE2
21	Have not heard of workplace AI use
*	No answer to AIWRKHEARD

AIWRKOPPO

ASK IF HEARD OR READ OF AI USE IN THE WORKPLACE (AIWRKHEARD=1-2) [n=4,538]:
[PN: ROTATE RESPONSE OPTIONS 1-2/2-1, HOLDING 3 AND 4 LAST]

In the long run, do you think the use of AI in the workplace will lead to...

Oct 7-13,	
<u>2024</u>	
7	More job opportunities for you
39	Fewer job opportunities for you
38	Will not make much difference
16	Not sure
*	No answer

AIWRKHEARD/AIWRKOPPO COMBO TABLE BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

Oct 7-13,	
<u>2024</u>	
83	Have heard of workplace AI use
6	More job opportunities for you
32	Fewer job opportunities for you
31	Will not make much difference
13	Not sure
*	No answer to AIWRKOPPO
17	Have not heard of workplace AI use
*	No answer to AIWRKHEARD

CHATWRKHRD

BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:
[PN: ROTATE RESPONSE OPTIONS IN SAME ORDER AS AIWRKHEARD]

How much have you heard or read about the use of artificial intelligence (AI) chatbots like ChatGPT, Gemini or Copilot in the workplace?

Oct 7-13,	
<u>2024</u>	
21	A lot
50	A little
29	Nothing at all
*	No answer

CHATWRK

ASK IF HEARD OR READ ABOUT USE OF AI CHATBOTS IN THE WORKPLACE (CHATWRKHRD=1-2) [n=3,984]:

[PN: ROTATE RESPONSE OPTIONS 1-5/5-1]

How often do you use artificial intelligence chatbots for tasks at work?

Oct 7-13, <u>2024</u>	
4	Every day
8	A few times a week
10	A few times a month
21	Rarely
56	Never
*	No answer

CHATWRKHRD/CHATWRK COMBO TABLE BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

Oct 7-13, <u>2024</u>	
71	Have heard of workplace AI chatbot use
3	Every day
6	A few times a week
7	A few times a month
15	Rarely
40	Never
*	No answer to CHATWRK
29	Have not heard of workplace AI chatbot use
*	No answer to CHATWRKHRD

CHATWRKUSE

ASK IF HAVE EVER USED AI CHATBOTS FOR WORK (CHATWRK=1-4) [n=1,877]:

[PN: RANDOMIZE ITEMS ACROSS TWO SCREENS]

Have you ever used AI chatbots in your job to do any of the following?

	<u>Yes</u>	<u>No</u>	<u>No answer</u>
a. Draft reports, documents or other written content Oct 7-13, 2024	47	53	*
b. Edit written content Oct 7-13, 2024	52	48	*
c. Create or edit images or videos Oct 7-13, 2024	21	78	*
d. Summarize information from documents or meetings Oct 7-13, 2024	40	59	1
e. Do research or find information about a specific topic Oct 7-13, 2024	57	43	*
f. Come up with new ideas, such as new projects or creative solutions Oct 7-13, 2024	35	65	1

CHATWRKUSE CONTINUED ...

	<u>Yes</u>	<u>No</u>	<u>No answer</u>
g. Help with analyzing data or writing computer code Oct 7-13, 2024	27	73	*

CHATWRKOT**ASK IF HAVE EVER USED AI CHATBOTS FOR WORK (CHATWRK=1-4):****[PN: PROGRAM A LARGE TEXT BOX 8 ROWS IN HEIGHT WITH NO CHARACTER LIMIT]**

Are there any other ways you have used artificial intelligence chatbots in your job? Please describe using the box below.

OPEN ENDED RESULTS NOT SHOWN AS MOST RESPONSES EITHER FIT IN CATEGORIES LISTED IN CHATWRKUSE OR ARE IRRELEVANT

CHATWRKIMP**ASK IF HAVE EVER USED AI CHATBOTS FOR WORK (CHATWRK=1-4) [n=1,877]:****[PN: RANDOMIZE ITEMS; ROTATE RESPONSE OPTIONS IN SAME ORDER AS JOBSAT]**

When you've used AI chatbots at work, how helpful have they been when it comes to each of the following?

	<u>Extremely helpful</u>	<u>Very helpful</u>	<u>Somewhat helpful</u>	<u>Not too helpful</u>	<u>Not at all helpful</u>	<u>No answer</u>
a. Allowing you to do things more quickly Oct 7-13, 2024	14	26	39	12	7	1
b. Improving the quality of your work Oct 7-13, 2024	8	21	43	19	9	1

NOCHATUSE**ASK IF HAVE NOT USED AI CHATBOTS FOR WORK (CHATWRK=5) [n=2,106]:****[PN: RANDOMIZE ITEMS]**

Is each of the following a reason why you have not used AI chatbots for tasks at work?

	<u>Major reason</u>	<u>Minor reason</u>	<u>Not a reason</u>	<u>No answer</u>
a. You do not know how to use AI chatbots Oct 7-13, 2024	17	19	65	*
b. You are not interested in using them Oct 7-13, 2024	38	20	41	*
c. There isn't any use for AI chatbots in your job Oct 7-13, 2024	62	14	23	*

ASK IF HAVE NOT USED AI CHATBOTS FOR WORK AND NOT SELF-EMPLOYED (CHATWRK=5 AND JOBTPEMOD=1-3,5,98,99) [n=1,885]:

d. Your employer doesn't allow the use of AI chatbots Oct 7-13, 2024	16	7	77	*
---	----	---	----	---

CHATWRKHRD/NOCHATUSE COMBO TABLE BASED ON HAVE NOT USED AI CHATBOTS FOR WORK OR HAVE NOT HEARD OF WORKPLACE USE OF AI CHATBOTS (CHATWRK=5 OR CHATWRKHRD=3) [n=3,378]:

		Have heard of workplace AI chatbot <u>use</u>	Major <u>reason</u>	Minor <u>reason</u>	Not a <u>reason</u>	No answer to <u>NOCHATUSE</u>	Have not heard of workplace AI chatbot <u>use</u>	No answer to <u>CHATWRKHRD</u>
a.	You do not know how to use AI chatbots Oct 7-13, 2024	58	10	11	37	*	42	*
b.	You are not interested in using them Oct 7-13, 2024	58	22	12	24	*	42	*
c.	There isn't any use for AI chatbots in your job Oct 7-13, 2024	58	36	8	14	*	42	*

BASED ON HAVE NOT USED AI CHATBOTS FOR WORK OR HAVE NOT HEARD OF WORKPLACE USE OF AI CHATBOTS AND NOT SELF-EMPLOYED ((CHATWRK=5 OR CHATWRKHRD=3) AND JOBTYPMOD=1-3,5,98,99) [n=3,028]:

d.	Your employer doesn't allow the use of AI chatbots Oct 7-13, 2024	57	9	4	44	*	43	*
----	--	----	---	---	----	---	----	---

CHATWRKPLC

**ASK IF NOT SELF-EMPLOYED AND HAVE HEARD ABOUT USE OF AI CHATBOTS IN THE WORKPLACE (JOBTYPMOD=1-3,5,98,99 AND CHATWRKHRD=1,2) [n=3,577]:
[PN: ROTATE RESPONSE OPTIONS 1-2/2-1, HOLDING 3 LAST]**

When it comes to using AI chatbots for work, would you say your employer generally...

Oct 7-13, 2024	
17	Encourages it
11	Discourages it
72	Neither encourages nor discourages it
1	No answer

CHATWRKHRD/CHATWRKPLC COMBO TABLE BASED ON ALL EMPLOYED ADULTS WITH ONE JOB OR A PRIMARY JOB:

Oct 7-13,

2024

71	Have heard of workplace AI chatbot use
12	Encourages it
8	Discourages it
50	Neither encourages nor discourages it
*	No answer to CHATWRKPLC
29	Have not heard of workplace AI chatbot use
*	No answer to CHATWRKHRD

ADDITIONAL QUESTIONS PREVIOUSLY RELEASED

PARTY In politics today, do you consider yourself a:

ASK IF INDEP/SOMETHING ELSE (PARTY=3,4) OR MISSING [n=2,074]:PARTYLN As of today do you lean more to...²

<u>Republican</u>	<u>Democrat</u>	<u>Independent</u>	<u>Something else</u>	<u>No answer</u>	<u>Lean Rep</u>	<u>Lean Dem</u>
28	29	29	14	1	19	20

² PARTY and PARTYLN asked in a prior survey.