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Artificial Intelligence in the Workplace

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Introduction

The recent growth of Artificial Intelligence (AI) has been ushering in a new era that has the potential to reshape how organizations work and conduct business. While it is not new, some organizations have started to take significant strides with others in the initial stages. These efforts span a spectrum, from allocating resources to employees to having dedicated individuals testing AI in the workplace. Some examples include:

- **Intelligent Document Processing:** Organizations can use document processing systems to extract data from scanned documents, invoices, or forms to help organize information. Using intelligent document processing can help improve accuracy and reduce manual data entry to streamline administrative tasks.
- **Predictive Analytics for HR:** AI-driven predictive analytics can identify patterns and generate potential outcomes associated with employee behavior and performance. For instance, it can analyze historical data, foresee employee attrition, pinpoint factors influencing engagement, and anticipate training requirements.
- **Text Editors or Autocorrect:** AI algorithms can identify spelling, incorrect usage of language, or missing commas and suggest necessary corrections.
- **Virtual Assistants:** Virtual assistants or chatbots provide various support. The most common use is handling customer inquiries by answering frequently asked questions and guiding users through processes.

Despite the rise of ChatGPT and other AI tools, the majority of employees have basic to limited experience with AI. Twenty-two percent of employers have an individual or department responsible for AI or are looking into developing an action plan. At this point, few organizations

have a department responsible for their AI. Of those with a department responsible, 75 percent say that the responsibility lies with their information systems department.

Organizations should make it a point to communicate their stance on AI transparently and how it can be used in their organization, if at all. A solid AI policy can provide a structured framework for addressing conflicts before they arise. Currently, 52 percent of employers have a policy of sorts in place for their employees or are in the process of implementing one.

While there is much uncertainty with AI, as time progresses organizations think it will have the most significant impact on:

- Communications (63 percent)
- Marketing (62 percent)
- Human Resources (57 percent)

The impact of AI will continue to innovate the ways jobs are performed. Some of the ways human resources are using AI to assist with their jobs are through:

- Job descriptions
- Employee communications
- Recruitment and hiring processes

Conclusion

Regardless of where your organization is with AI, developing and maintaining successful policies and practices is not easy and will require ongoing attention and commitment as things shape year after year. Creating goals and metrics that ensure employees are heard, appreciated, and valued can help lay the groundwork for a successful program. Adaptability will be vital to meeting the challenges of today and preparing for those that may arise.

Members may also contact MRA's 24/7 HR Hotline at 866-HR-Hotline (866.474.6854) or email us at InfoNow@mranet.org to get the conversation going.

What is your knowledge of AI?

	Percent
<i>Basic Knowledge</i>	62%
<i>Limited Experience</i>	29%
<i>Intermediate (or practical application)</i>	9%
<i>Advanced (or applied theory)</i>	0%

What percentage of your employees are currently testing out AI?

	Percent
<i>0%</i>	33%
<i>1-5%</i>	43%
<i>6-10%</i>	14%
<i>11-25%</i>	6%
<i>Over 25%</i>	4%

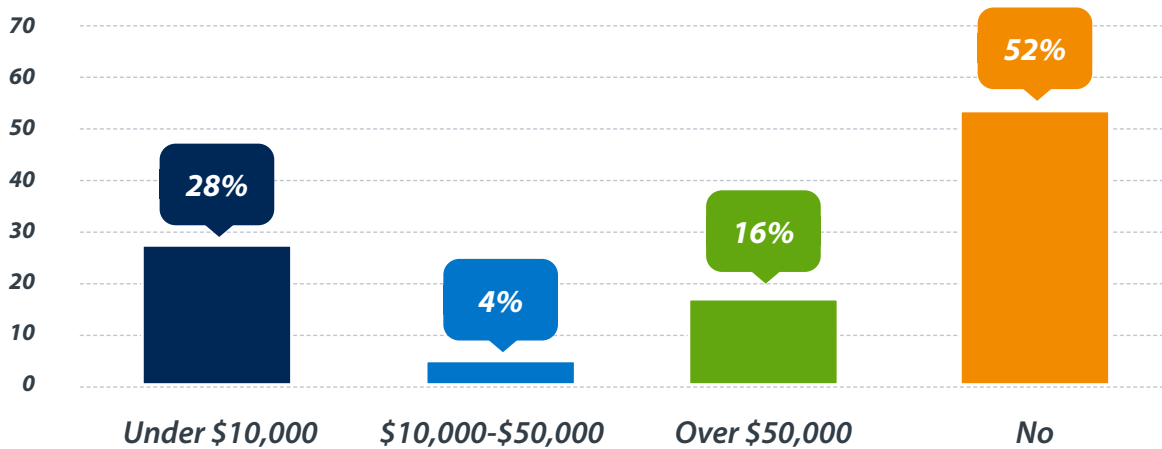
Does your organization have an individual or department responsible for AI?

	Percent
<i>Yes, we have a department responsible for AI</i>	5%
<i>Yes, we have an individual responsible for AI</i>	4%
<i>Yes, we have a team selected across departments</i>	3%
<i>No, we do not have anyone responsible for AI</i>	75%
<i>No, but we are looking into hiring an individual</i>	0%
<i>No, but we are looking into developing an action plan</i>	13%

Which department or departments are responsible for AI in your organization?

	Percent
<i>Business Administration</i>	8%
<i>Business Development</i>	17%
<i>Communications</i>	0%
<i>C-suite</i>	25%
<i>Engineering</i>	8%
<i>Human Resources</i>	17%
<i>Information Systems</i>	75%
<i>Marketing</i>	0%
<i>Research and Development</i>	8%
<i>Other</i>	0%

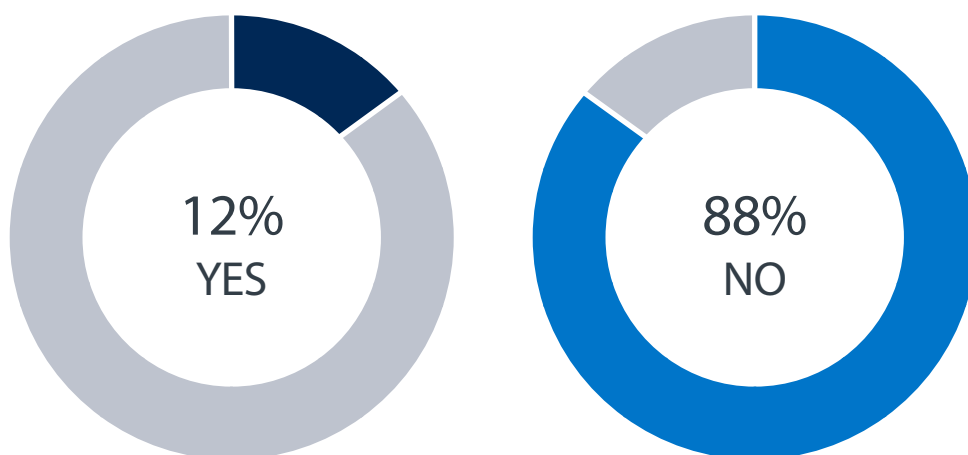
Have you made investments in AI?



Do you have an AI policy in place?

	Percent
<i>Yes, we have a policy in place</i>	16%
<i>Yes, we have a policy in place, but we are looking to develop it further</i>	8%
<i>We are in the process of implementing a policy</i>	28%
<i>No</i>	48%

Have you conducted AI education for your employees regarding their position?



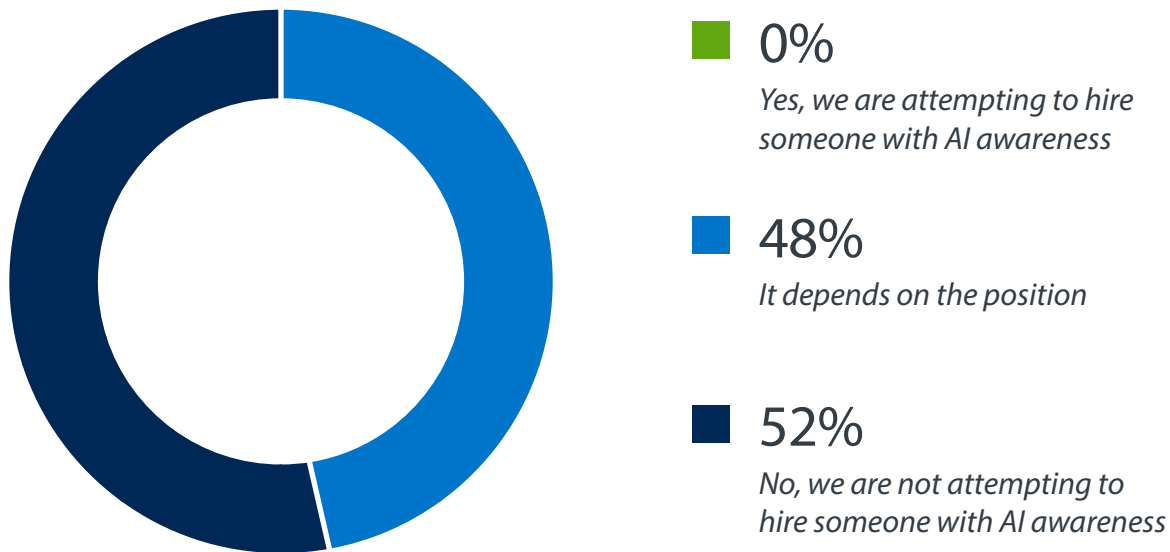
Top three ways organizations have provided a baseline education to employees on AI

1 | All staff event

3 | Company communications

2 | Training course or group learning

When hiring new employees, are you attempting to hire someone with AI awareness?



Top five ways Human Resources departments are using AI

- 1 | Job description
- 2 | Communication
- 3 | Recruitment and hiring processes
- 4 | HR Support
- 5 | Training

Where do you think AI will have a big impact?

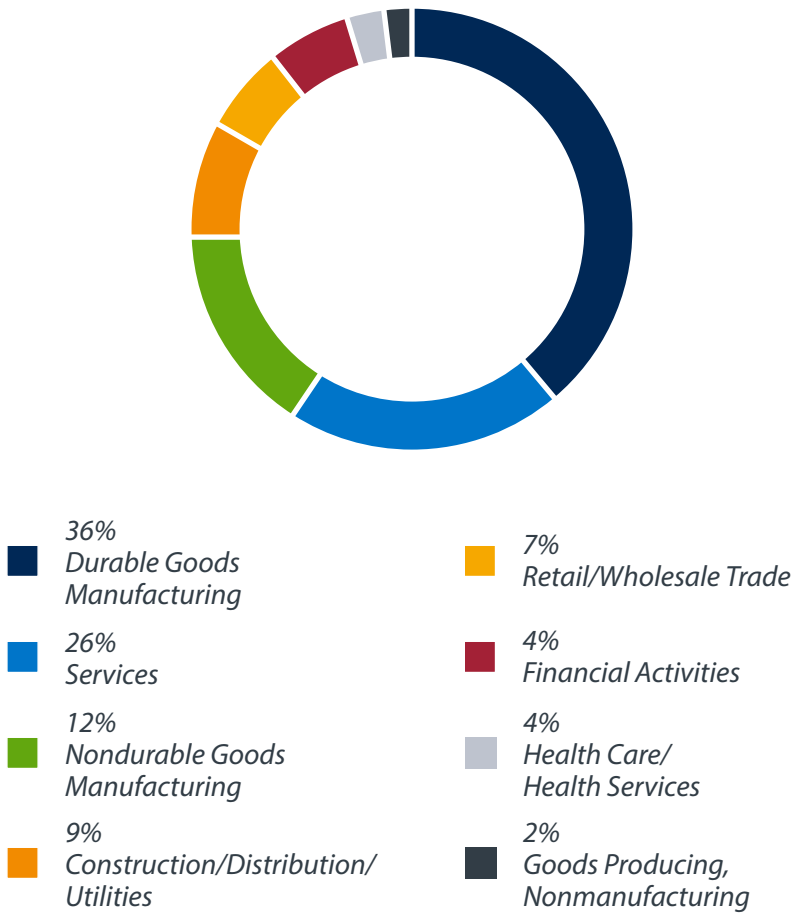
	Percent
<i>Business Administration</i>	40%
<i>Business Development</i>	28%
<i>Communications</i>	63%
<i>C-suite</i>	13%
<i>Engineering</i>	20%
<i>Human Resources</i>	57%
<i>Information Systems</i>	47%
<i>Marketing</i>	62%
<i>Research and Development</i>	25%
<i>Other</i>	10%

Other:

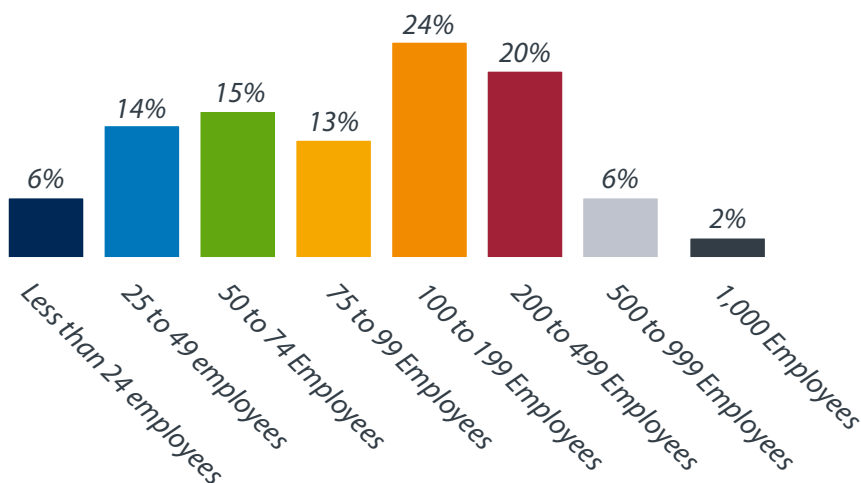
- Unknown/unsure (10 mentions)
- Operations (2 mentions)
- Customer Service
- Documentation related to professionals
- All areas, OEM consultations
- Product development
- Academics and instruction
- Leasing/sales

Demographics

Industry Type



Size of Organization



Methodology



219 organizations participated



15 questions



December 4–8, 2023

Questions regarding this survey?

Contact the Survey Department at
Surveys@mrnet.org or
800.488.4845 ext. 3508.

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