ANGUS REID ///USA

PUBLIC OPINION · UNITED STATES

Half of workers say AI has improved their productivity, but one-quarter are worried it will cost them their job

Three-in-ten workers say their company has a policy in place for using AI

June 30, 2026 - As employers across the country race to fold AI into daily operations, American workers' verdict on the technology is a study in contrasts: most who use it say it's making them more productive today, even as a meaningful share worry about what it means for their job over the long run. New data from Angus Reid USA finds roughly half of American workers who've used AI on the job report a productivity boost, while a separate but related finding shows one-in-four employed Americans are worried, to some degree, about AI replacing their job altogether.

Among employed Americans who have used AI at work, **49 per cent** say it has improved their productivity, while 40 per cent report no real impact. On quality of output, results are more muted: 41 per cent report improvement against 46 per cent who see no change. Yet that day-to-day optimism sits alongside real unease about the future: **27 per cent** of employed Americans say they are worried or very worried about AI eventually replacing their job, even as a similar share (27%) say they see the technology purely as a tool to enhance their work, with no such worry at all.

KEY FINDINGS

- Among American workers who use AI on the job, **49 per cent** say it has improved their productivity, but 40 per cent say it's had no real impact. On quality of work, views are similarly split: 41 per cent improved, 46 per cent no impact.
- Despite that day-to-day payoff, **27 per cent** of employed Americans say they are worried or very worried about AI eventually replacing their job — including 11 per cent who are very worried — while an equal share (27%) see AI purely as a tool to enhance their work, with no such concern.
- The clearest pattern in who notices AI's day-to-day impact is **age, not job type**: workers 18–34 and 55-plus report meaningfully stronger productivity, satisfaction, and quality gains than workers in the 35–54 middle of their careers — a U-shaped pattern that holds across every measure tested.
- Workplace AI policy remains a patchwork: just **31 per cent** of workers who use AI say their employer has a formal policy in place, while 32 per cent say one is in development and 37 per cent say none exists.
- Most American workers (47%) expect AI's future impact on their industry to be a mixed bag of gains and losses. Workers 55 and older are the most optimistic age group, with **25 per cent** expecting a significant positive impact, compared to 18 per cent of those aged 35–54.

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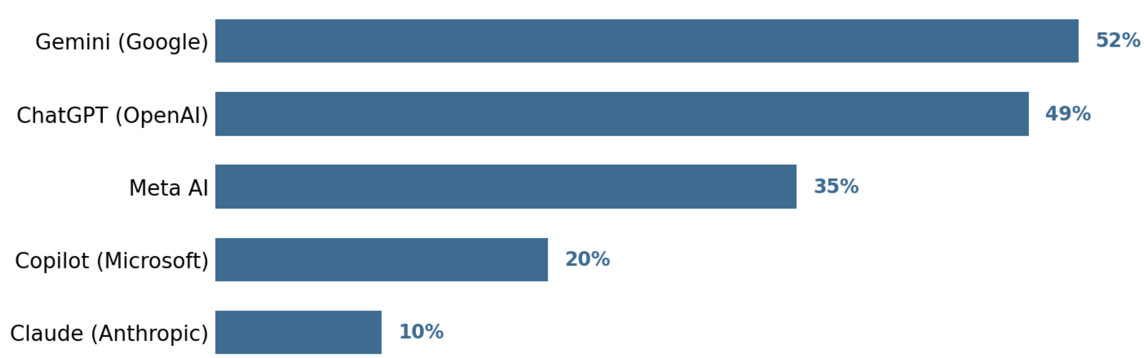
- Impact on productivity, quality, and sense of satisfaction — and an age divide
- Few see a strongly positive future impact, with older workers the most optimistic
    - More see AI as an enhancement than a serious risk of job replacement, for now

Who's using which AI, and how often?

AI tools have become a fixture of American working life faster than almost any previous technology. Just **20 per cent** of Americans say they haven't actively used an AI platform in the past three months, whether for work or personal use. Google's Gemini and OpenAI's ChatGPT lead the way, used by roughly half of Americans (52% and 49% respectively), ahead of Meta AI (35%), Microsoft Copilot (20%), and Claude (10%).

Over the past 3 months, which of the following AI platforms have you actively used?



Q2 · n=2,007

Among employed Americans specifically, usage is even higher: 58 per cent have used ChatGPT and 57 per cent have used Gemini in the past three months, and platform adoption climbs further among union members and those in blue-collar or service roles, who report using ChatGPT (71%) and Claude (25%) at notably higher rates than the workforce overall.

Roughly **47 per cent** of employed Americans have used AI specifically at work, and usage is frequent where it happens: nearly a quarter (24%) of those who've used AI for work report doing so several times a day. For the most part, AI use on the job is voluntary — **71 per cent** say they use it because they want to, while 29 per cent say it's because their employer told them to.

Three-in-ten have a workplace AI policy in place, similar number in development

Formal governance of AI in the American workplace is still very much a work in progress. Among workers who have used AI on the job, just **31 per cent** say their employer has an official AI policy in place. Another 32 per cent say one is under development, while 37 per cent say no policy exists at all.

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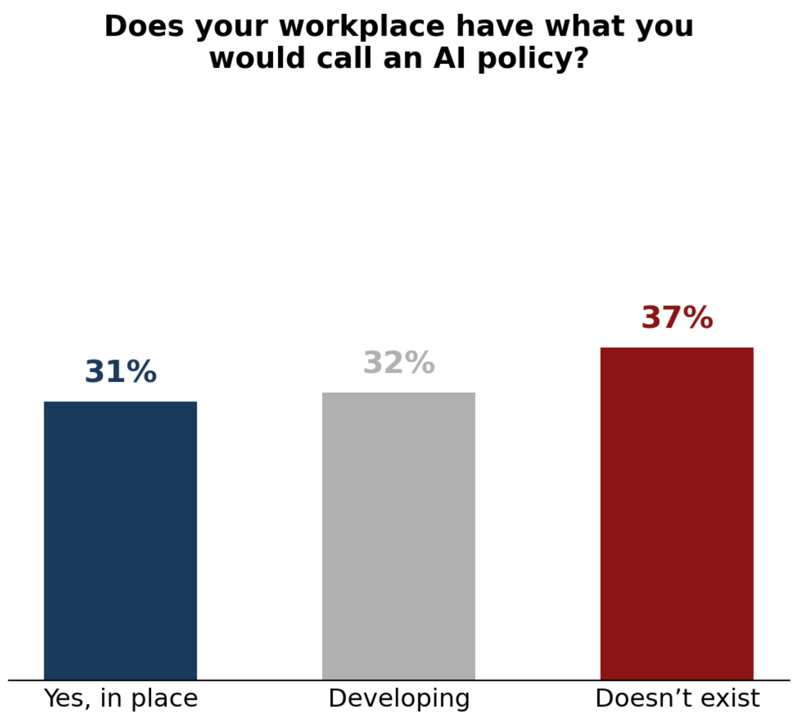

Q8 · among those who use AI at work · n=756

Union members are somewhat more likely than the workforce overall to report a formal policy in place (39%), suggesting collective bargaining structures may be getting ahead of the broader market in setting AI ground rules.

Impact on productivity, quality, and sense of satisfaction — and an age divide

Among workers who've used AI on the job, assessments of its effect remain measured rather than enthusiastic. **49 per cent** report improved productivity, while 40 per cent say it's made no real difference. On quality of output specifically, the split narrows: 41 per cent report improvement against 46 per cent reporting no change. On personal satisfaction with their work, results are the most muted of the three: just 40 per cent report improvement, while 45 per cent see no real impact.

Looking at who reports these gains, a clear pattern emerges by age rather than by occupation type. On all three measures — productivity, satisfaction, and quality of work — **workers aged 18–34 and those 55 and older report meaningfully stronger gains than workers in the 35–54 range**. On productivity, 56 per cent of the youngest group and 57 per cent of the oldest report improvement, compared to just 41 per cent of those in between. The same U-shaped pattern repeats on satisfaction (44% / 35% / 51%) and quality of work (47% / 35% / 51%).

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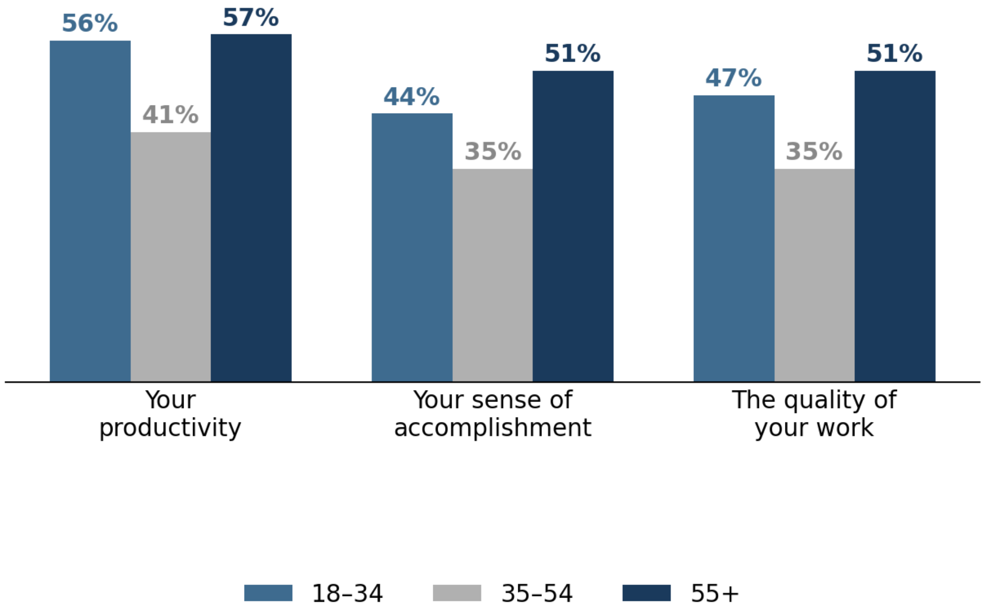
Percentage who say AI "improved" the following in their work, by age



Q9 · among those who use AI at work · n=756

A plausible read is that this reflects two different routes to comfort with the technology: younger workers bring more general fluency with AI tools from outside work, while the oldest cohort may be applying AI more selectively, to tasks where the payoff is clearest. Workers in their late 30s through 50s — often managing the most complex, judgment-heavy responsibilities and the highest stakes for getting things wrong — may simply have less use for AI in roles that already demand significant context and oversight.

It's worth noting this finding sits in a more complicated picture than first appears. National tracking polls on AI in the workplace, including Pew Research Center's ongoing surveys, have generally found that **younger and more-educated workers are the heaviest current users of AI on the job** — but heavier use is a different question than reported impact, and Angus Reid USA is not aware of a directly comparable national poll that breaks down self-reported productivity gains by age the way this survey does. The pattern here should be read as a genuine finding from this wave of data, worth watching in future waves, rather than a settled fact about the American workforce.

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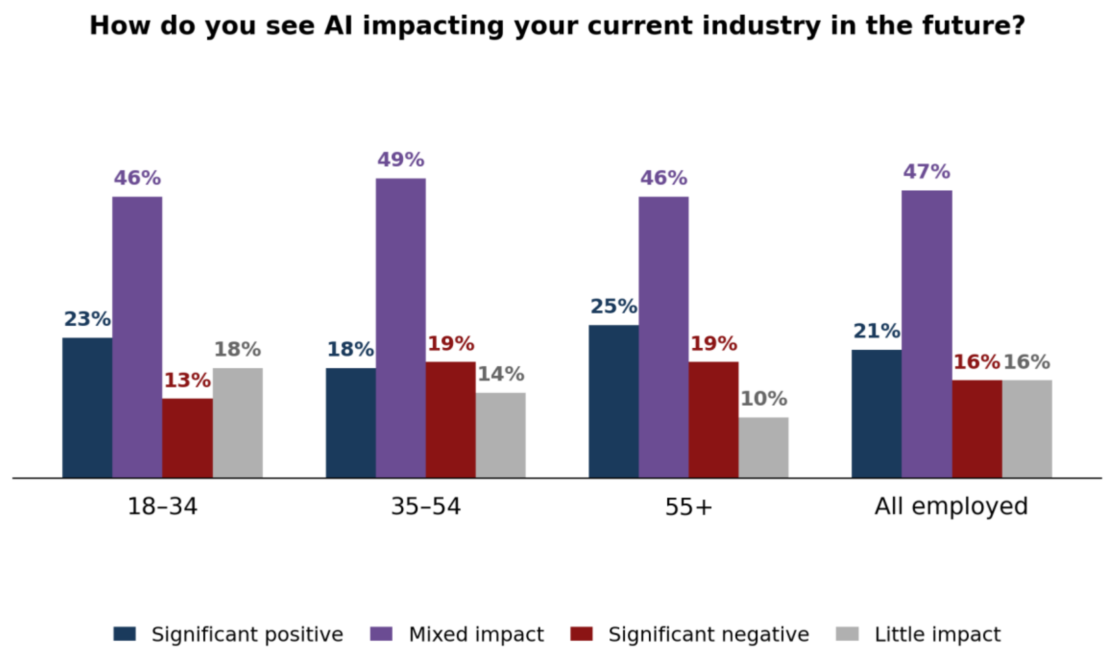
Few see a strongly positive future impact, with older workers the most optimistic

Looking ahead, American workers are not bullish on AI's net effect on their industry. Just **21 per cent** of employed Americans expect a significant positive impact, while 16 per cent expect a significant negative one. The largest group, 47 per cent, expect a mixed bag of gains and losses, and another 16 per cent expect little impact at all.



Q10 · among employed Americans · n=1,101

The same U-shaped age pattern shows up here, though more mildly. **Workers 55 and older are the most optimistic** age group about AI's future impact on their industry, with 25 per cent expecting a significant positive effect, compared to 18 per cent of those aged 35–54. Workers under 35 land close to the oldest group on optimism (23%) but are also the least likely to expect a significant negative impact (13%, versus 19% among both older groups).

More see AI as an enhancement than a serious risk of job replacement, for now

Despite the ongoing national conversation about AI and job displacement, American workers are not, for the moment, alarmed about their own jobs specifically. Just **11 per cent** say they are very worried about AI replacing their job, while a further 16 per cent are worried. The largest single group, 38 per cent, say they aren't very worried, while 27 per cent see AI purely as a tool to enhance their work rather than a threat to it.

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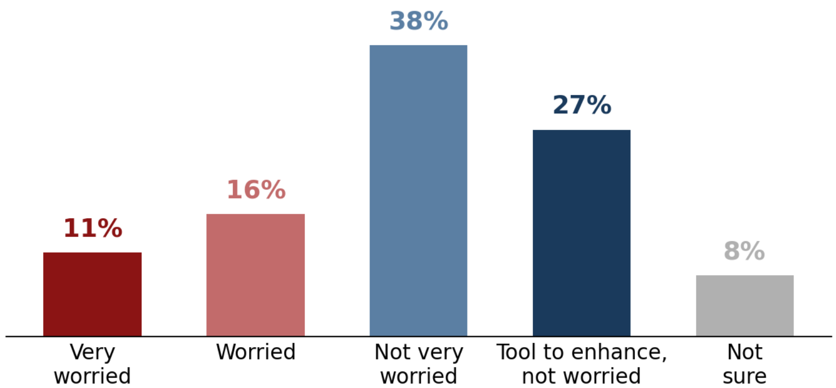
Are you worried about the potential for AI to replace your job, or do you see it as a tool to enhance your work?



Q11 · among employed Americans · n=1,101

That comparative calm sits against a backdrop of real disruption already playing out in the American labor market. Goldman Sachs estimates AI is eliminating roughly 16,000 U.S. jobs per month on net, and a wave of layoffs at companies like Meta has been explicitly tied to AI adoption. But the picture is more complicated than straightforward replacement: a growing body of research is tracking what's being called the “AI boomerang” effect, in which companies that cut roles for AI later quietly rehire for the same positions. A Robert Half survey of U.S. hiring managers found nearly a third had eliminated a role due to AI productivity gains only to later rehire for that same position, and Forrester Research has found that 55 per cent of employers regret AI-related layoffs. Major employers including IBM, Salesforce, Google, and Meta have all added staff back in redefined roles to support their AI systems, and Gartner projects that half of companies that cut AI-related jobs will be restaffing similar roles within the year — evidence that, even where AI uptake is real, the work of doing a job well still requires more human judgment than initial layoff decisions accounted for.

Methodology

Angus Reid USA conducted an online survey from June 12 – 19, 2026, among a representative randomized sample of **2,007** American adults who are members of Angus Reid Forum USA, including 1,101 who are currently employed. For comparison purposes only, a probability sample of this size would carry a margin of error of +/- 2.0 percentage points, 19 times out of 20, with a wider margin for subsamples such as employed Americans (+/- 3.0 percentage points) or those who use AI at work (+/- 3.6 percentage points). Discrepancies in or between totals are due to rounding. The survey was self-commissioned and paid for by Angus Reid USA. Detailed tables are found at the end of this release.

For detailed results by age, gender, region, education, and other demographics, click here.

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