



# The State of AI at Work

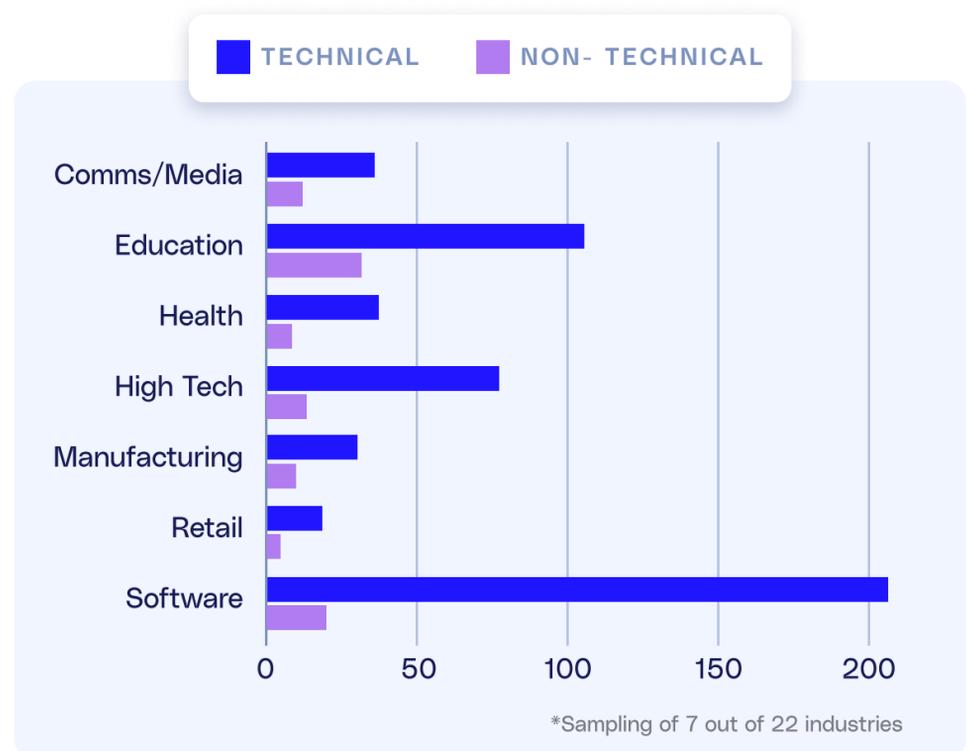
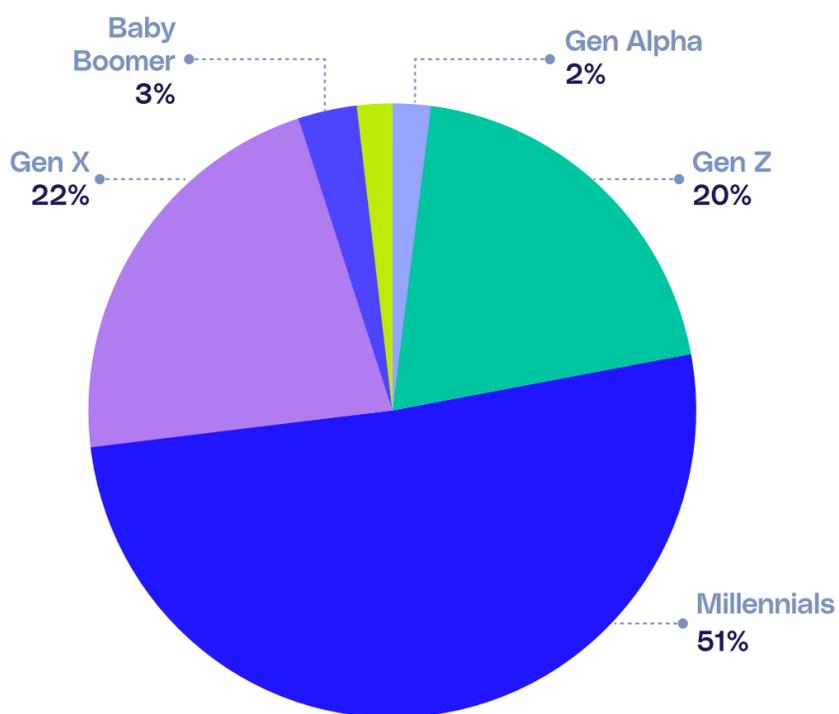
2025 REPORT

# By the Numbers

A global look at the perceptions, policies, and uses of AI tools and systems in organizations of all sizes.



## Respondent Breakdown by Generation



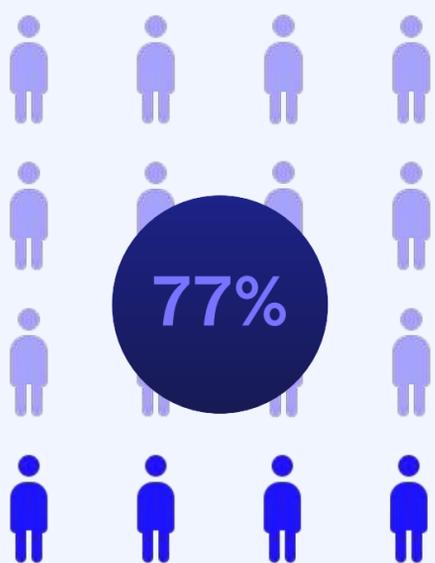
## AI Skills at Work, Now and in the Near Future

In a Udacity survey conducted in September 2024, 850 people from 87 countries and 22 industries shared their current and future use and perceptions of AI at work. This report combines survey insights and third-party research to produce a quantitative assessment of the state of in-demand AI skills and technology today and in the near future.

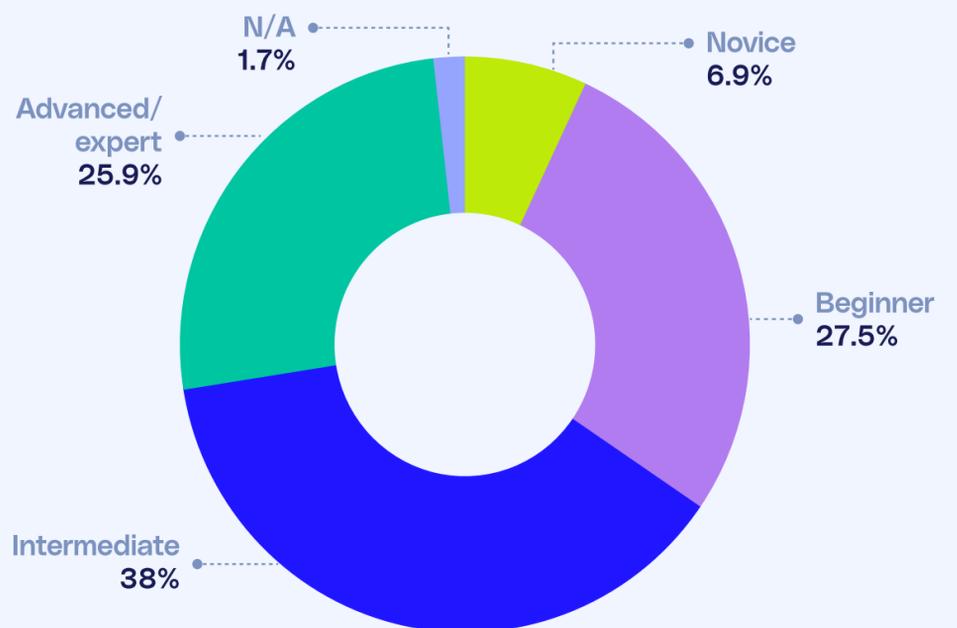
# AI in the Workplace

The survey surfaced insights about how AI is currently being used in the workplace by both technical and non-technical employees at all levels of expertise in using AI tools for work. While 77% of people use AI tools as part of their work, only 26% of technical respondents rated themselves advanced/expert in AI tools.

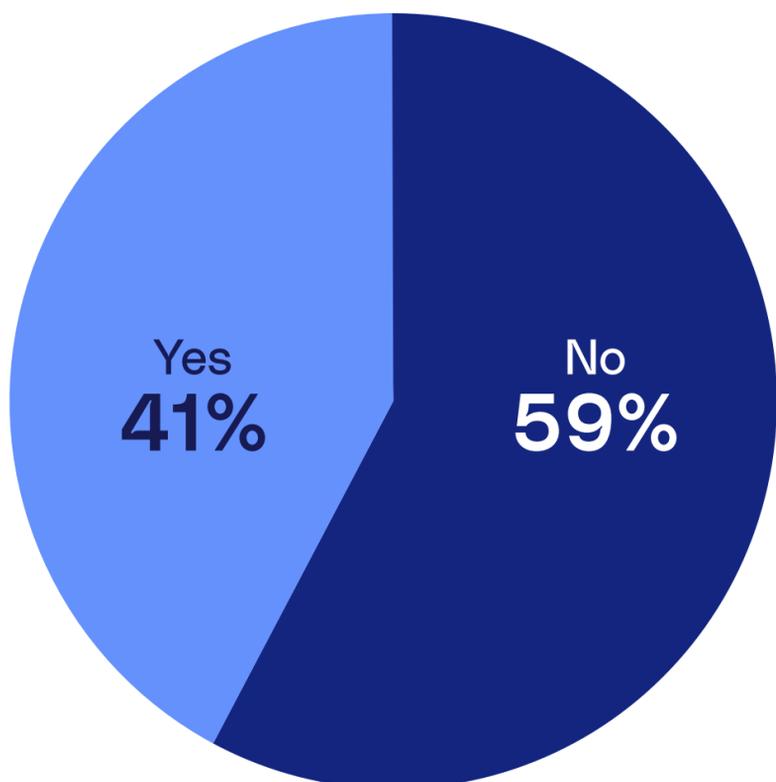
## USE AI TOOLS AS PART OF THEIR WORK



## EXPERTISE WITH AI TOOLS



## PERCENT OF ORGANIZATIONS WITH AN AI POLICY



## Employers are not providing needed AI training

Nearly 90% of workers are eager to build their AI skills through additional training and certifications, but only one in three say their organization provides the resources to do so. This highlights a significant gap between the training employees need and what companies currently offer. Even more concerning, over half of workers report that their employers lack clear AI policies or guidelines altogether.

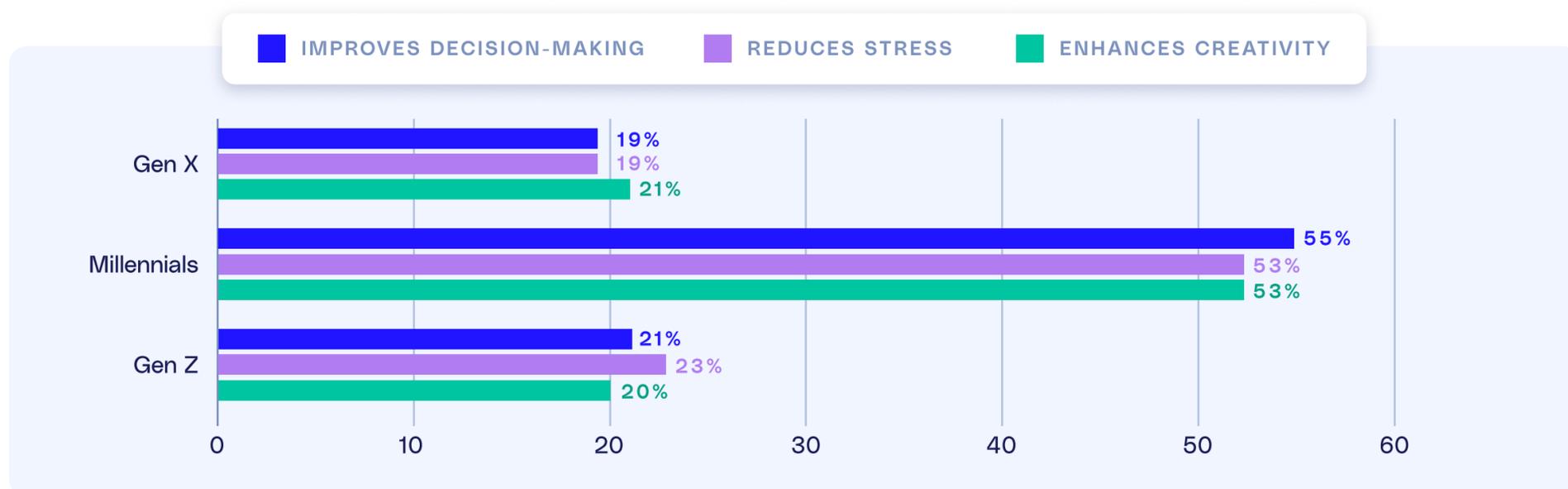
**87.8%** of workers plan to pursue additional training and certification in AI skills

**32.5%** of workers say that their organization provides necessary training

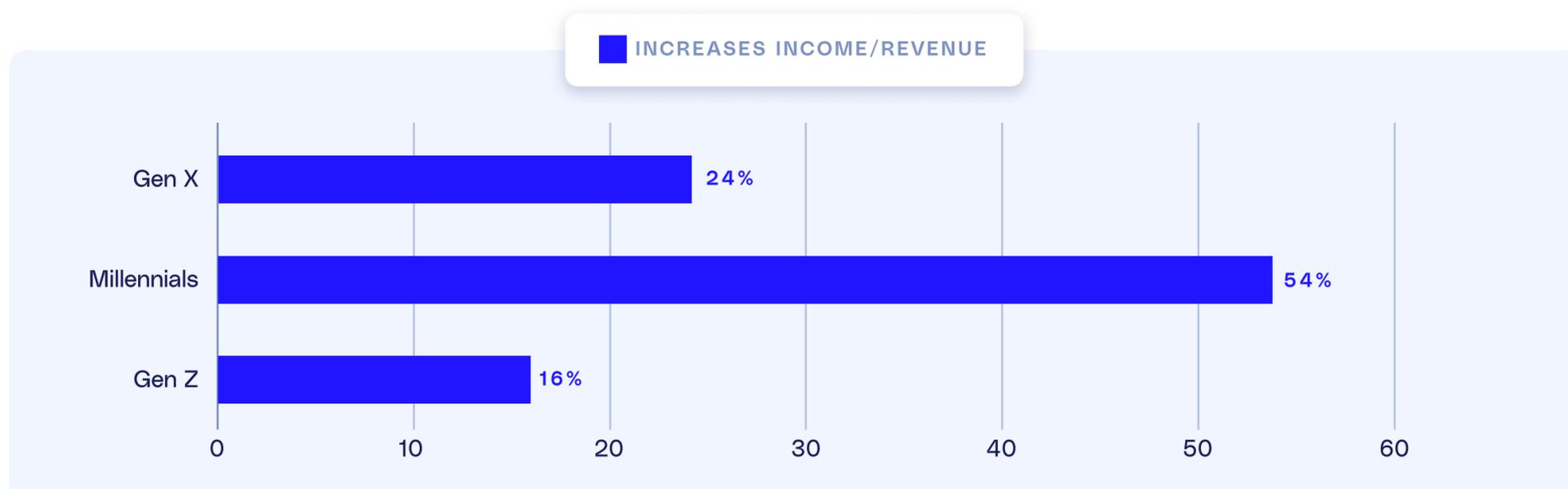
## Perceptions Across Generations

### Millennials Are More Comfortable With AI at Work Than Gen Z

When asked how AI currently impacted a job or organization, Millennials had the most positive attitudes of anyone born between 1965 to 2012. More than half (55%) of the Millennials reported that AI improved decision-making, reduced stress (53%), and enhanced creativity (also 53%).



**Fewer Gen Z and Gen X reported positive attitudes towards AI at work with only 21% of Gen Z and 19% of Gen X workers claiming that AI improved decision-making.**



### Gen Z and Gen X Remain Skeptical About AI as a Money-Maker

More than half (54%) of Millennials believed that AI had the potential to increase revenue or income while only 24% of Generation Z and 16% of Generation X felt this.

## AI Tools at Work

AI is already in use across the workplace for everything from content creation to data visualization.

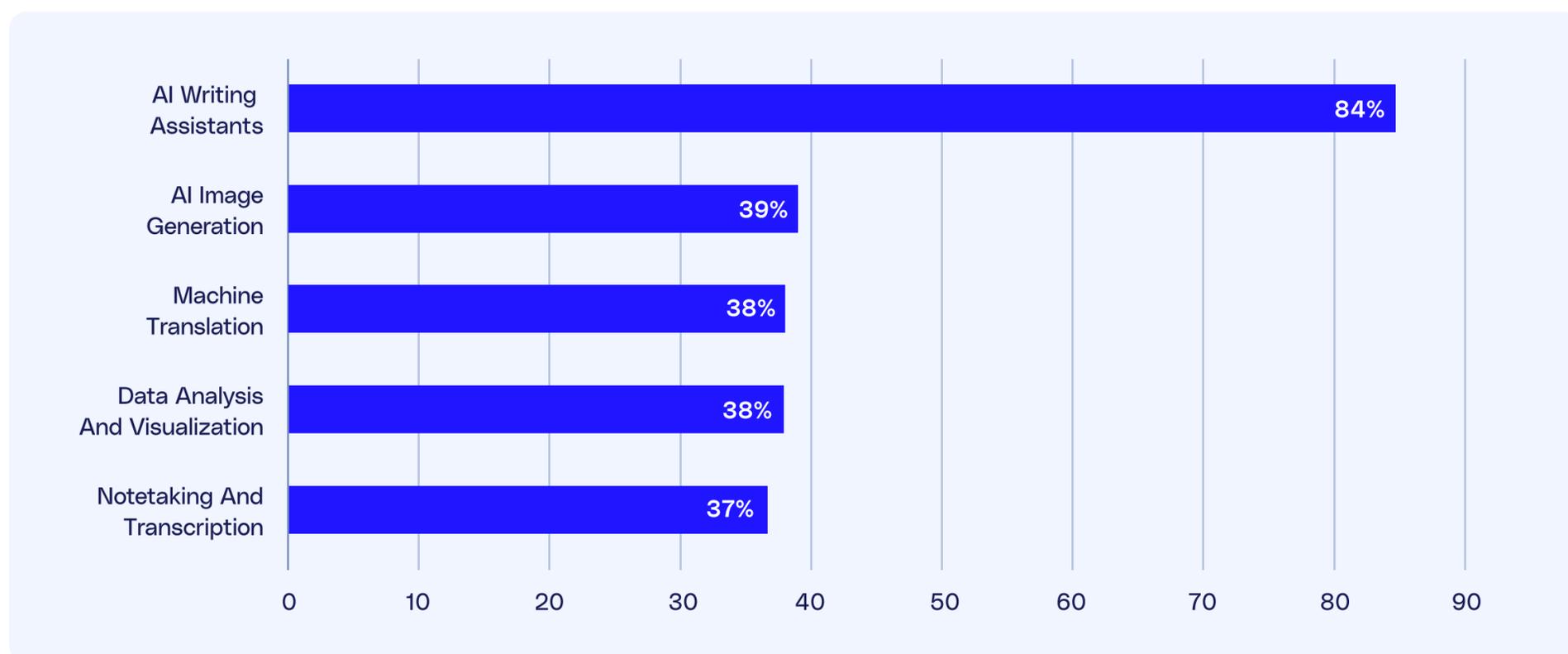
### AI Writing Assistants are a Clear Favorite Tool for End Users at Work

While AI writing assistants like ChatGPT, Claude, Grammarly, and Jasper AI were a clear favorite among respondents, with 84% of respondents indicating they use them as an end user at work, the silver medal for AI tool type in use at work was practically a four-way tie:

### Glossary of AI Tools

- ▶ **AI writing assistants** like ChatGPT, Claude, Grammarly, and Jasper AI
- ▶ **AI image generation** like Canva AI, MidJourney, Stable Diffusion, and DALL-E
- ▶ **Machine translation** like DeepL Translator, Google Translate, and Microsoft Translator
- ▶ **Data analysis and visualization** like Tableau, Power BI, and DataRobot
- ▶ **Notetaking and transcription** like Zoom AI Assistant, Fathom.video, and Otter.ai

### AI Tools Most Commonly Used

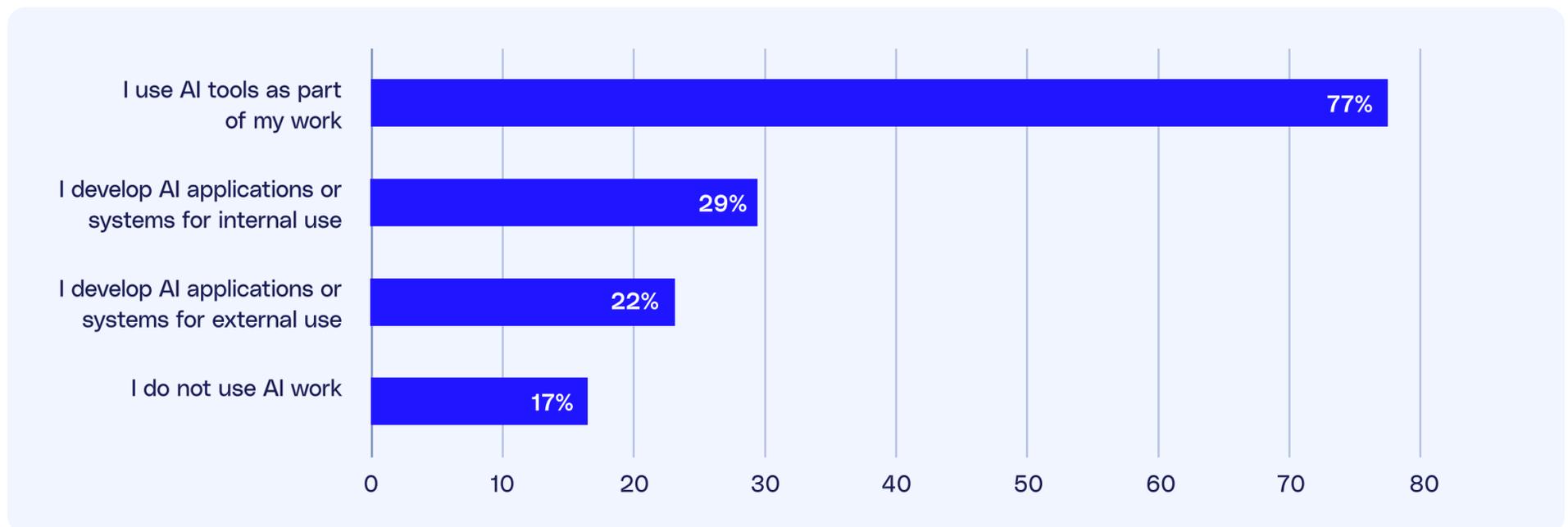


When analyzing trends by generation, AI image generation was the second most popular tool among Millennials (37.4%), while Gen Z (44%) and Gen X (43%) preferred translation tools like DeepL Translator, Google Translate, and Microsoft Translator.

## Developing with AI

Engineers and developers are building AI tools and systems with impact inside and outside companies.

### AI Use Cases: How Workers Leverage AI



#### More people are developing AI applications or systems for internal use vs. external use

While 1 out of 3 respondents indicated that they develop AI applications or systems for internal use, only 22% indicated they develop AI applications for external use. Many organizations are implementing the development of AI to serve operational needs within the company, and in some cases more developer resources are focused on developing AI tools internally than externally. This may change over time as organizations shift from a build to a buy strategy as more AI applications and systems become available for purchase.

### Most Commonly Used Categories of AI Technology

AI frameworks and libraries (e.g., PyTorch, TensorFlow)	64%
AI models and techniques (e.g., Supervised Learning, Transfer Learning)	60%
AI tools and platforms (e.g., OpenAI API, Google AI Studio)	64%
AI applications and use cases (e.g., Image Generation, Chatbots)	47%
AI Infrastructure and operations (e.g., Vector Databases, MLOps tools)	40%

## Closing the AI Skills Gap

Disparities in AI readiness, particularly for non-technical workers, reveal a significant gap in skills and organizational support, highlighting the need for widespread AI training and investment.

### A Clear Need for AI Training

- ▶ **66% of technical survey** respondents agreed they have the necessary AI skills to perform their jobs effectively, compared to only 49% of non-technical respondents.
- ▶ **65% of non-technical respondents** did not agree that their organization provides training to learn new AI skills compared to 56% of technical respondents.

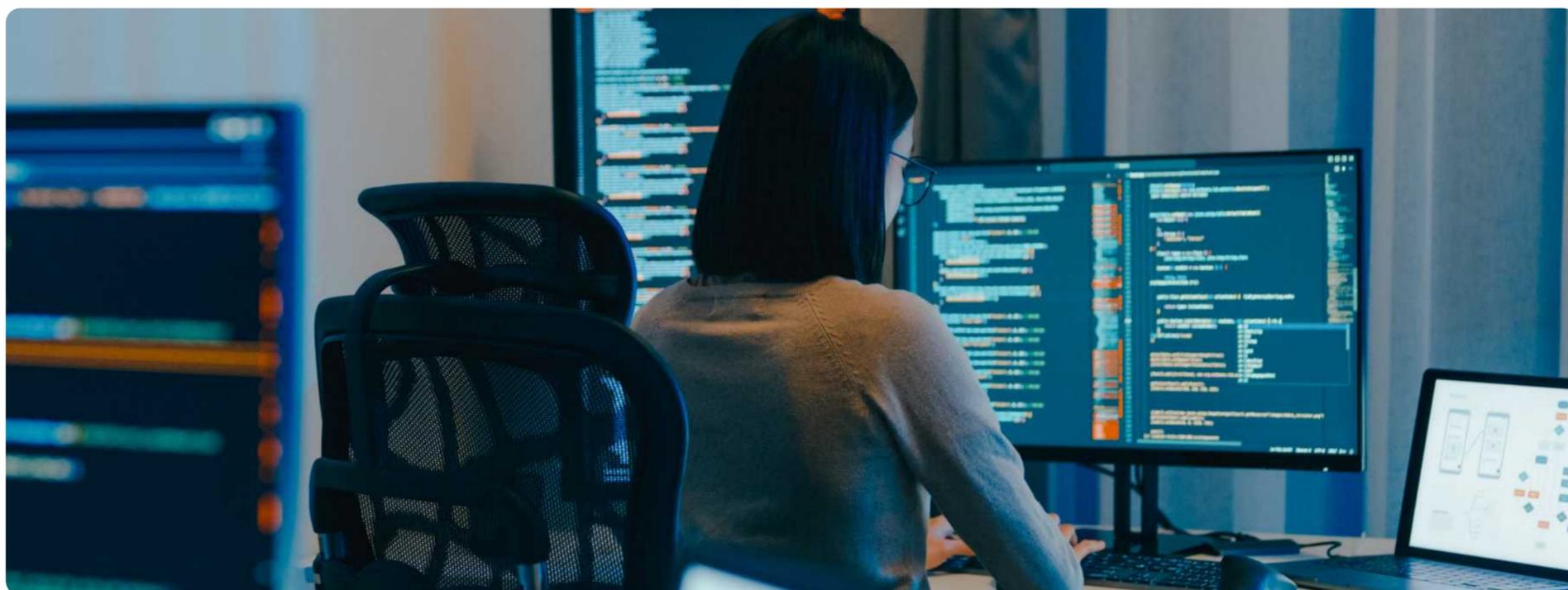
### Investing in AI Tools and Training

- ▶ **57%** agree that their organization plans to invest more in AI
- ▶ **88% likely to pursue** additional AI training or certification over the next 12 months

## Data Literacy a Cornerstone to AI Transformation

"AI tools are essential to extract the details needed in real-time and extrapolate the patterns and insights hidden in the data. Given the complexity of the landscape, data literacy training is a cornerstone to drive the AI transformation and to develop data skills across the company."

CTO, TECHNOLOGY COMPANY



## Learning with Udacity

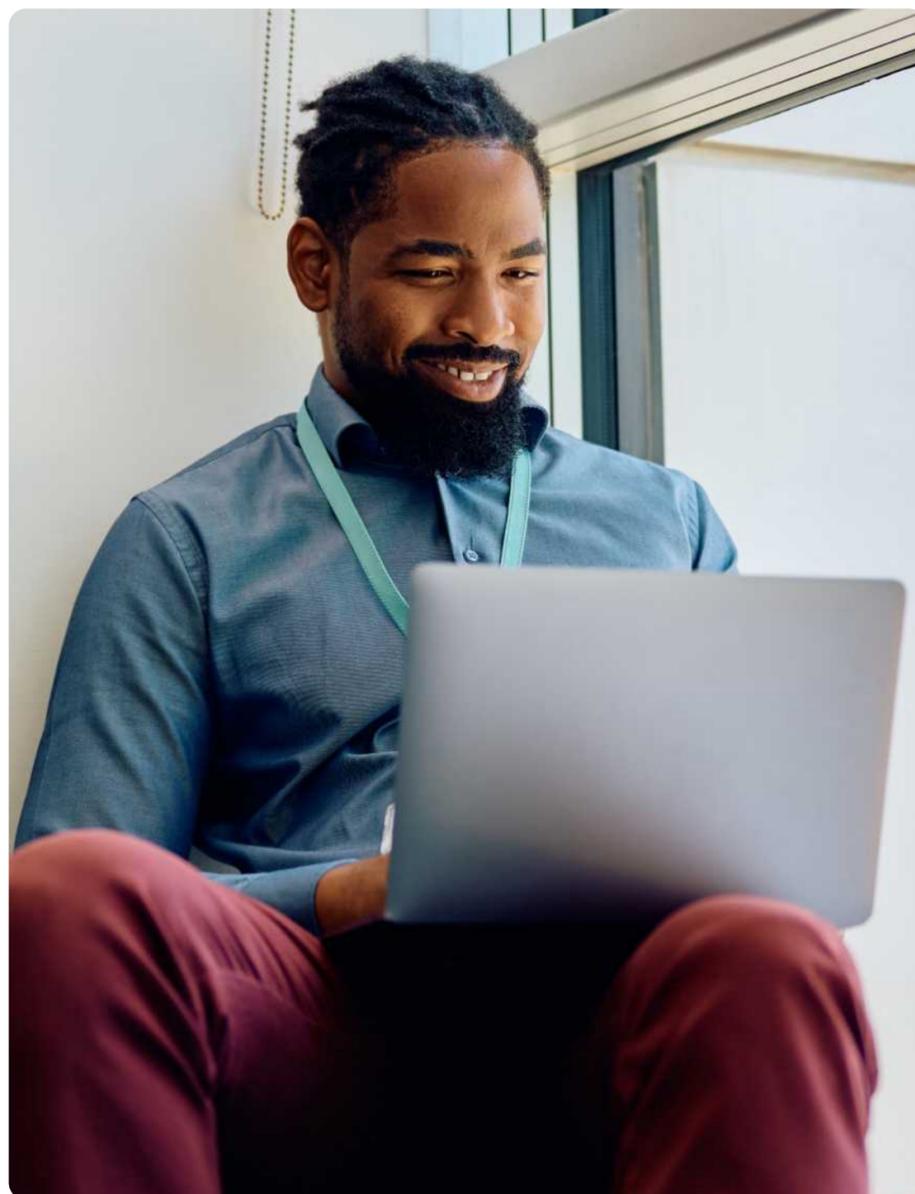
The Schools of AI & Data Science are where learners build the skills they need to thrive in AI and data-driven careers. After the launch of ChatGPT, enrollment in the School of AI jumped 60% between October 2023 and April 2024—a clear sign that more people than ever are eager to level up their expertise and stay ahead in the world of AI.

### The School of Artificial Intelligence

Udacity offers Generative AI training and machine learning courses including programs focusing on deep learning, computer vision, natural language processing, and AI product management. Our content is highly curated—in partnership with industry leaders from Google, Amazon, Microsoft, and others—to advance expertise in data science, ML, cloud computing, cybersecurity, and more.

### The School of Data Science

Programs in Data Science focus on essential skills like data analysis, machine learning, statistical modeling, and deep learning frameworks. Students work on real-world data projects, including data prep, feature engineering, and model testing. The flexible learning environment equips professionals with the expertise needed for the data-driven job market, emphasizing tools like Python, SQL, and TensorFlow.



#### Project-based Learning

Learning requires doing. Nanodegree Programs include projects that simulate real-world scenarios to help drive real-world outcomes.



#### In-Demand Tech Skills

Udacity is globally recognized as the leader in technical skill development and trusted by over 21M customers.



#### Job-Ready Portfolio

Projects are based on real-world scenarios and challenges, allowing you to apply the skills you learn to practical situations, while giving you real hands-on experience you can add to your CV.

## Methodology

Udacity researchers conducted a global online survey using Qualtrics. Researchers invited survey respondents to participate with outreach via email and through the Udacity community. Email participants were a mix of registered Udacity users and people who have never registered with Udacity.

All respondents were given the option to sign up for early access to the report as an incentive to participate. The survey was anonymized with the exception of respondents who opted in to receive the report and shared their email addresses.

The first 50 respondents through the Udacity community channel were also given a \$5 incentive.



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