

Topline questionnaire

**2022 PEW RESEARCH CENTER'S AMERICAN TRENDS PANEL
WAVE 119 INTERNET & SCIENCE TOPLINE
DECEMBER 12-18, 2022
N=11,004**

NOTE: ALL NUMBERS ARE PERCENTAGES UNLESS OTHERWISE NOTED. THE PERCENTAGES LESS THAN 0.5% ARE REPLACED BY AN ASTERISK (*). ROWS/COLUMNS MAY NOT TOTAL 100% DUE TO ROUNDING.

	Sample size	Margin of error at 95% confidence level
U.S. adults	11,004	+/- 1.4 percentage points

ASK ALL:

EMPLSIT What is your current work situation?

Dec 12-18, 2022

48	Work full time for pay
12	Work part time for pay
11	Not currently working for pay
7	Unable to work due to a disability
21	Retired
1	No answer

Oct 10-16, 2022

48
12
12
8
20
1

ASK ALL:

JOBAPPYR Have you applied for a job at any point in the past 12 months?

Dec 12-18, 2022

26	Yes, I have
73	No, I have not
*	No answer

DISPLAY TO ALL:

AIWRK1 Artificial intelligence (AI) can be used by employers to collect and analyze data, make decisions and complete tasks. Some employers are using AI in hiring, for worker evaluations or even to do jobs humans used to do.

ASK ALL:

AIWRK2 Over the next 20 years, how much impact do you think the use of artificial intelligence (AI) in the workplace will have on... **[RANDOMIZE ITEMS]**

	<u>A major impact</u>	<u>A minor impact</u>	<u>No impact</u>	<u>Not sure</u>	<u>No answer</u>
a. Workers generally Dec 12-18, 2022	62	21	2	15	*
b. You, personally Dec 12-18, 2022	28	35	19	19	*
c. The U.S. economy Dec 12-18, 2022	56	22	3	19	*

ASK ALL:

AIWRK3

Thinking about the use of artificial intelligence (AI) in the workplace over the next 20 years, what do you think the outcome will be for... **[RANDOMIZE ITEMS IN SAME ORDER AS AIWRK2; RANDOMLY DISPLAY RESPONSE OPTIONS 1-3 OR 3-1 IN SAME ORDER FOR EACH ITEM, WITH OPTION 9 ALWAYS LAST]**

		AI will help more than it <u>hurts</u>	AI will equally help <u>and hurt</u>	AI will hurt more than it <u>helps</u>	<u>Not sure</u>	<u>No answer</u>
a.	Workers generally Dec 12-18, 2022	13	32	32	22	1
b.	You, personally Dec 12-18, 2022	16	30	15	38	1
c.	The U.S. economy Dec 12-18, 2022	19	34	20	27	*

DISPLAY TO ALL:

Thinking now about how AI can be used in hiring...

ASK ALL:

AIWRKH1

How much have you heard or read about artificial intelligence (AI) being used by employers in the hiring process?

Dec 12-18, 2022

7	A lot
32	A little
61	Nothing at all
*	No answer

ASK ALL:

AIWRKH2

Would you favor or oppose employers' use of artificial intelligence (AI) for...

		<u>Favor</u>	<u>Oppose</u>	<u>Not sure</u>	<u>No answer</u>
a.	Reviewing job applications Dec 12-18, 2022	28	41	30	*
b.	Making a final hiring decision Dec 12-18, 2022	7	71	22	*

ASK ALL:

AIWRKH3

Do you think artificial intelligence (AI) would do better, worse or about the same as humans at... **[RANDOMIZE ITEMS; RANDOMIZE RESPONSE OPTIONS 1 AND 2 IN SAME ORDER FOR EACH ITEM, WITH OPTIONS 3 AND 9 ALWAYS LAST]**

		AI would do a <u>better</u> job than humans	AI would do a <u>worse</u> job than humans	AI would do about the same job as <u>humans</u>	<u>Not sure</u>	<u>No answer</u>
a.	Identifying job applicants who are well-qualified Dec 12-18, 2022	27	23	26	23	1
b.	Treating all job applicants in the same way Dec 12-18, 2022	47	15	14	23	1
c.	Seeing potential in job applicants who may not perfectly fit the job description Dec 12-18, 2022	17	44	14	25	1
d.	Figuring out which job applicants would work well with their coworkers Dec 12-18, 2022	13	43	16	28	1

ASK ALL:

AIWRKH4

If you were looking for work, would you want to apply for a job with an employer that uses artificial intelligence (AI) to help make hiring decisions?

Dec 12-18, 2022

32	Yes, I would
66	No, I would not
2	No answer

ASK IF WOULD WANT TO APPLY FOR A JOB WITH AN EMPLOYER THAT USES AI TO HELP MAKE HIRING DECISIONS (AIWRKH4=1) [N=3,754]:

AIWRKH5Y What is the main reason you would want to apply for a job with an employer that uses artificial intelligence (AI) to help make hiring decisions? **[OPEN-END RESPONSE, CODED ANSWERS SHOWN BELOW]**

Dec 12-18, 2022

28	AI would be objective, fair, have little to no bias, treat people equally
14	AI isn't going to stop them from applying, they don't care if AI is involved
9	AI would be thorough, accurate (possibly more so than humans)
4	They personally would benefit if AI were used in the process
4	Humans should be in the mix, AI shouldn't act alone
4	They are curious, want to try or test it out
4	AI saves time, wastes less time, is quicker
2	Using AI shows that the company is advanced
2	This is the way of the future
1	AI makes them feel more comfortable, less nervous
1	AI can't be worse than the current process
5	Other
29	Don't know/No answer

ASK IF WOULD NOT WANT TO APPLY FOR A JOB WITH AN EMPLOYER THAT USES AI TO HELP MAKE HIRING DECISIONS (AIWRKH4=2) [N=7,017]:

AIWRKH5N What is the main reason you would not want to apply for a job with an employer that uses artificial intelligence (AI) to help make hiring decisions? **[OPEN-END RESPONSE, CODED ANSWERS SHOWN BELOW]**

Dec 12-18, 2022

44	AI would miss the "human factor" hiring needs
10	AI makes mistakes, screens out qualified candidates, has design flaws
5	They do not trust or feel comfortable with AI or technology generally
4	They personally would be at a disadvantage if AI were used in the process
3	They do not know or understand enough about AI to say
3	There is potential for bias, unfair treatment, discrimination
2	Using AI reflects poorly on the company or its values
1	AI systems can be taken advantage of or misused
1	The technology is not ready
1	It depends on the situation
4	Other
31	Don't know/No answer

ASK ALL:

HIREBIAS1 In hiring generally, how much of a problem is bias and unfair treatment based on job applicants' race or ethnicity?

Dec 12-18, 2022

37	A major problem
42	A minor problem
19	Not a problem
2	No answer

**ASK IF THINK BIAS AND UNFAIR TREATMENT IN HIRING IS A PROBLEM (HIREBIAS1=1,2)
[N=8,911]:**

HIREBIAS2 If artificial intelligence (AI) is used more by employers in the hiring process, do you think the issue of bias and unfair treatment based on job applicants' race or ethnicity would...
[RANDOMLY DISPLAY RESPONSE OPTIONS 1-5 OR 5-1]

Dec 12-18, 2022

10	Definitely get better
44	Probably get better
32	Stay about the same
9	Probably get worse
4	Definitely get worse
2	No answer

COMBINED HIREBIAS1/HIREBIAS2 BASED ON ALL ADULTS:

Dec 12-18, 2022

79	Think bias and unfair treatment based on job applicants' race or ethnicity is a major/minor problem in hiring generally; and if AI is used more by employers in the hiring process, this issue would...
8	Definitely get better
34	Probably get better
25	Stay about the same
7	Probably get worse
3	Definitely get worse
1	No answer to HIREBIAS2
19	Think bias and unfair treatment based on job applicants' race or ethnicity is not a problem in hiring generally
2	No answer to HIREBIAS1

DISPLAY TO ALL:

Thinking about another way employers may use artificial intelligence (AI)...

ASK ALL:

AIWRKM1 How much have you heard or read about employers' use of AI to collect and analyze information about how workers are doing their jobs?

Dec 12-18, 2022

6	A lot
31	A little
62	Nothing at all
1	No answer

ASK ALL:

AIWRKM2

Do you favor or oppose employers' use of artificial intelligence (AI) to do each of the following? **[RANDOMIZE ITEMS]**

	<u>Favor</u>	<u>Oppose</u>	<u>Not sure</u>	<u>No answer</u>
a. Keeping track of when office workers are at their desks Dec 12-18, 2022	20	56	24	1
b. Recording exactly what people are doing on their work computers Dec 12-18, 2022	27	51	22	1
c. Tracking workers' movements while they work Dec 12-18, 2022	15	61	23	1
d. Monitoring workers' driving behavior as they make trips for the company Dec 12-18, 2022	43	34	23	1
e. Evaluating how well people are doing their jobs Dec 12-18, 2022	31	39	29	1
f. Analyzing how retail workers interact with customers Dec 12-18, 2022	34	37	28	1

ASK ALL:

AIWRKM3

Do you think each of the following would happen if employers used artificial intelligence (AI) to collect and analyze information about how workers are doing their jobs?

[RANDOMIZE ITEMS; RANDOMLY DISPLAY RESPONSE OPTIONS 1-4 OR 4-1 IN SAME ORDER FOR EACH ITEM, WITH OPTION 9 ALWAYS LAST]

		Definitely would <u>happen</u>	Probably would <u>happen</u>	Probably would not <u>happen</u>	Definitely would not <u>happen</u>	<u>Not sure</u>	<u>No answer</u>
a.	Workers would all be evaluated in the same way Dec 12-18, 2022	9	32	25	10	24	1
b.	Information collected about workers would be misused Dec 12-18, 2022	25	41	10	3	20	1
c.	Workplace security would be improved Dec 12-18, 2022	10	39	18	5	26	1
d.	Inappropriate behavior in the workplace would decrease Dec 12-18, 2022	9	37	23	6	25	1
e.	Companies' profits would increase Dec 12-18, 2022	9	29	18	4	39	1
f.	Workers would feel like they were being inappropriately watched Dec 12-18, 2022	52	29	4	2	13	1

ASK ALL:

AIWRKM4

Do you favor or oppose employers using information collected and analyzed by artificial intelligence (AI) about how people are doing their jobs to decide whether someone...

[RANDOMIZE ITEMS]

		<u>Favor</u>	<u>Oppose</u>	<u>Not sure</u>	<u>No answer</u>
a.	Gets a promotion Dec 12-18, 2022	22	47	30	1
b.	Is fired Dec 12-18, 2022	14	55	29	1

ASK ALL:

EVALBIAS1 In performance evaluations generally, how much of a problem is bias and unfair treatment based on workers' race or ethnicity?

Dec 12-18, 2022

31	A major problem
44	A minor problem
23	Not a problem
3	No answer

ASK IF THINK BIAS AND UNFAIR TREATMENT IN PERFORMANCE EVALUATIONS IS A PROBLEM (EVALBIAS=1,2) [N=8,371]:

EVALBIAS2 If artificial intelligence (AI) is used more by employers in performance evaluations, do you think the issue of bias and unfair treatment based on workers' race or ethnicity would... **[RANDOMLY REVERSE SCALE FOR HALF]**

Dec 12-18, 2022

6	Definitely get better
40	Probably get better
40	Stay about the same
9	Probably get worse
4	Definitely get worse
1	No answer

COMBINED EVALBIAS1/EVALBIAS2 BASED ON ALL ADULTS:Dec 12-18, 2022

74	Think bias and unfair treatment based on job applicants' race or ethnicity is a major/minor problem in performance evaluations generally; and if AI is used more by employers in the hiring process, this issue would...
5	Definitely get better
30	Probably get better
29	Stay about the same
7	Probably get worse
3	Definitely get worse
1	No answer to EVALBIAS2
23	Think bias and unfair treatment based on workers' race or ethnicity is not a problem in performance evaluations generally
3	No answer to EVALBIAS1

ASK ALL:

FACERECWK1 The next questions are about facial recognition technology, which can identify someone by scanning their face in photos, videos or in real time.

How much have you heard or read about employers' use of facial recognition technology in the workplace?

Dec 12-18, 2022

14	A lot
47	A little
38	Nothing at all
1	No answer

ASK ALL:

FACERECWK2 Would you favor or oppose employers' use of facial recognition technology for each of the following purposes? **[RANDOMIZE ITEMS]**

	<u>Favor</u>	<u>Oppose</u>	<u>Not sure</u>	<u>No answer</u>
a. Automatically tracking the attendance of their employees Dec 12-18, 2022	45	35	20	1
b. Analyzing employees' facial expressions Dec 12-18, 2022	9	70	20	1
c. Tracking how often workers take breaks Dec 12-18, 2022	25	52	22	1

ASK ALL:

FACERECWK3 Do you think each of the following would happen due to employers' use of facial recognition technology in the workplace? The technology would... **[RANDOMIZE ITEMS; RANDOMLY DISPLAY OPTIONS 1-4 OR 4-1 IN SAME ORDER FOR EACH ITEM, WITH OPTION 9 ALWAYS LAST]**

	<u>Definitely would happen</u>	<u>Probably would happen</u>	<u>Probably would not happen</u>	<u>Definitely would not happen</u>	<u>Not sure</u>	<u>No answer</u>
a. Misidentify a worker as someone they're not Dec 12-18, 2022	14	39	22	4	21	1
b. Recognize some skin tones better than others Dec 12-18, 2022	17	34	12	5	31	1
c. Misinterpret workers' facial expressions Dec 12-18, 2022	30	43	7	3	17	1