



Workforce Trust with AI

Trust in Organizational AI, informed by the February 2026 – April 2026
Deloitte TrustID® Workforce Index

Deloitte's TrustID® Methodology for AI

Approach based in science

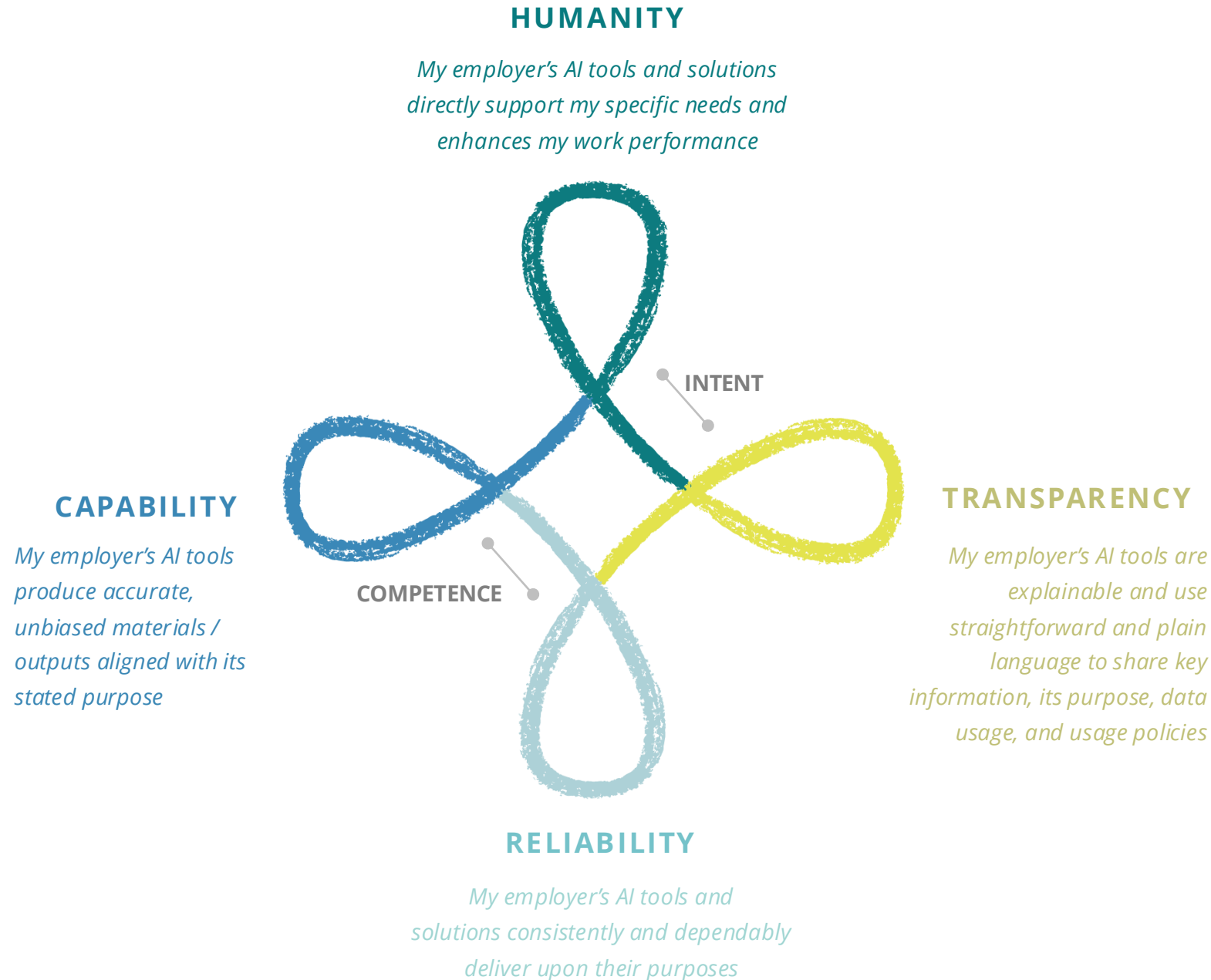
Driven by deep understanding of what drives trust (the four factors), how to build it, and the meaningful results for human behavior

Actionable insights

Easy to use, applicable across contexts, and directly linked to actions for organizations

Data-rich platform

Strong breadth and depth of insights at the brand-level (powered by more than 11 million data points each year and grounded in insights from ~70K responses annually)



We conduct primary research engaging employees in a double-blind survey to maintain TrustID Workforce Indexes across 5 Industries

Data Collection Period

Feb 2026 – Apr 2026

Workers Surveyed

~16k

Industries Measured

Consumer, Financial Services and Insurance, Life Sciences and Health Care, Technology, Media, and Telecommunications and Energy, Resources, and Industrials

Executive Summary: Workforce Trust with AI (Q2)

- Workforce trust in AI has **decreased by ~13% since Feb 2025**, while **AI usage declined by 8% over the same period**. Specifically in the last year, **Trust in organizations has increased by 2%, while trust in AI fell more noticeably by 3% with AI usage staying consistent** over the same period. **Trust in AI has been highly volatile**, declining from August to October 2025, partially recovering in November and December 2025, dipping again in January 2026, and then rebounding through April 2026.
- **Employees with high trust in their employer's AI** are now **3.5x more likely to use AI daily**.
- **AI trust increases with seniority**, with a sharp inflection at the **Manager level: Managers** show a **2.4x higher** trust score than **Senior Staff**. **Managers and Leadership¹ report 55% and 71% higher** trust respectively than the **AI trust benchmark²** across **employee levels**, while **Staff³ score 34% below** that benchmark.
- **Trust in AI is higher among younger generations: Millennials and Generation Z** report **1.5x higher** trust than the AI trust benchmark across generations, while **older generations³ score below** that benchmark **by 32%**.
- By industry, **workers in TMT and ER&I have the highest trust in AI, 1.9x and 1.5x above the AI trust benchmark**, while workers in **GPS report the lowest at 90% below benchmark**, followed by **LSHC reporting AI Trust at 21% below benchmark**.
- By function, **workers in IT and HR lead on average AI trust, scoring 2.3x and 1.9x above the cross-functional benchmark**, while workers in R&D and Supply Chain report the lowest trust, at 67% and 74% below benchmark.
- Among workers with AI available at work, **49% report non-compliance**, through use of unapproved AI solutions, **down from 52% from last quarter** (6% decrease).
- Workers with **high AI trust** are **more sophisticated users, 57% review outputs frequently** and are **1.5x more likely to extensively review AI outputs**, signaling they use AI as a thinking partner; by contrast, **low-trust workers** are far more likely to **never review (33%)**, underscoring lower intentionality in how AI is used.

Source: Deloitte TrustID Workforce Index, 2026

1. Leadership includes Group leaders and Senior leadership;

2. AI trust benchmark: 19;

3. Staff includes Temporary, Junior and Senior staff;

4. Older generations include Gen X, Baby boomers and Silent Generation

What do trust scores mean?

HUMANITY

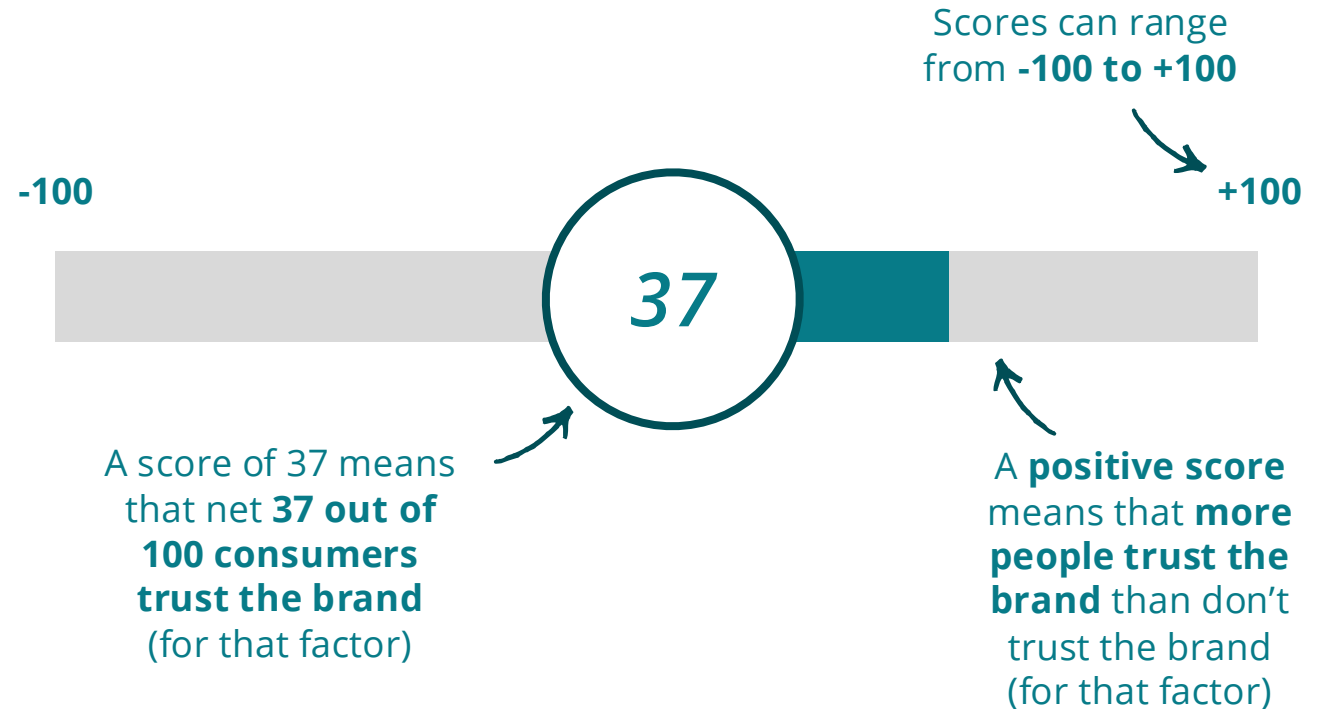
A brand's factor score is calculated as the percentage difference between respondents who agree and respondents who disagree with each factor statement

For example, a brand's **Humanity** score is:

$$\% \text{ Strongly Agree or Agree} - \% \text{ Strongly Disagree or Disagree}$$

...with the statement:

The brand demonstrates empathy and kindness towards me, and treats everyone fairly

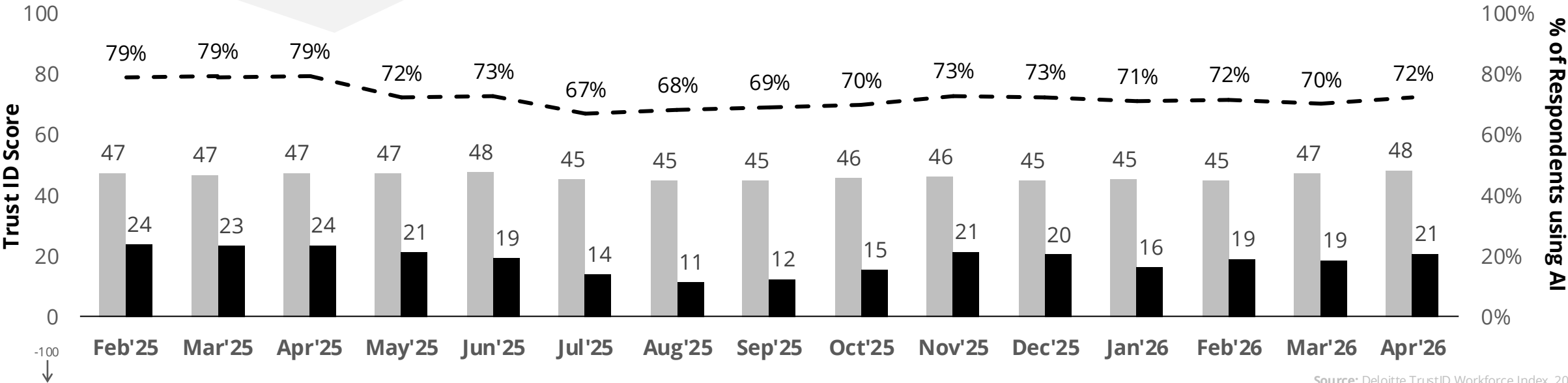
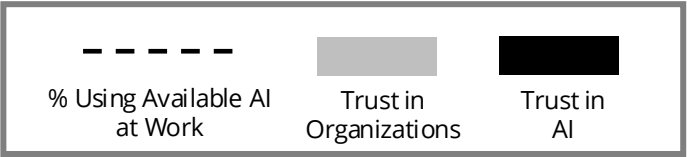


Workforce trust in AI has decreased by ~13% since Feb 2025, while AI usage declined by 8% over the same period

Trust Across Months Feb 2025 – Apr 2026 Study

High-Level Takeaways

- **AI trust declined overall, while organizational trust increased slightly.** Since May 2025, trust in organizations has increased by 2% and has remained consistently well above trust in AI. Meanwhile, trust in AI has declined by approximately 3% even though AI usage has remained stable over the same timeframe.
- **From May'25 to Apr'26, trust in AI ended flat, but the journey was highly volatile.** AI trust fell sharply in Aug'25 with 46% decline, rebounded in Nov'25, dipped again in Jan'26 by 24% and then recovered steadily through Apr'26 to its original score of ~21.

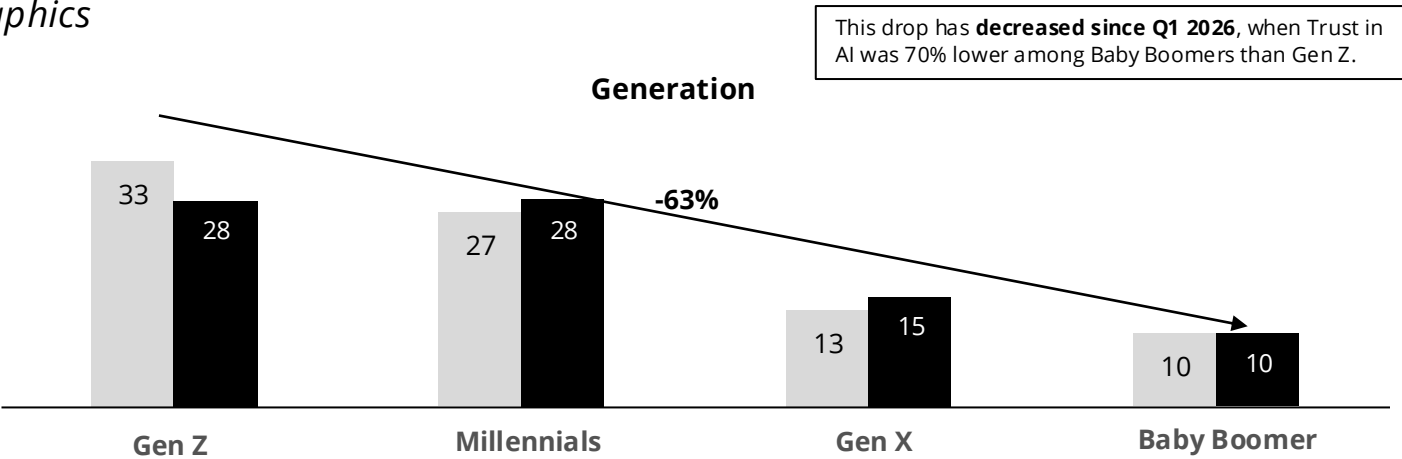
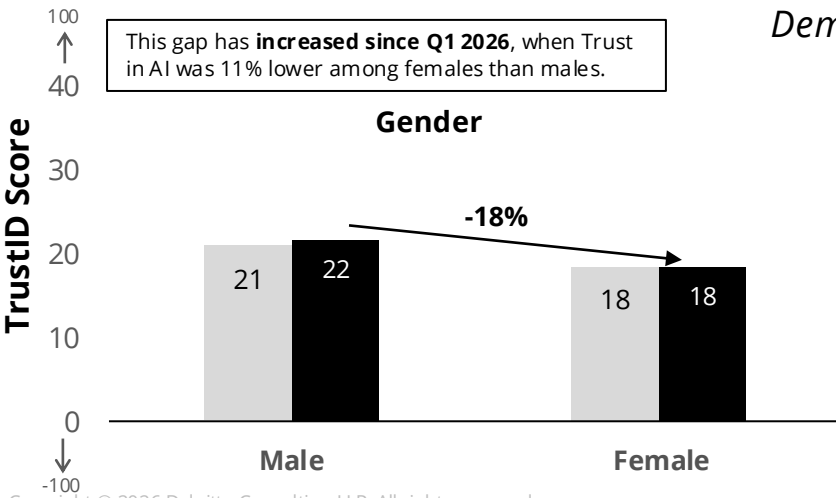
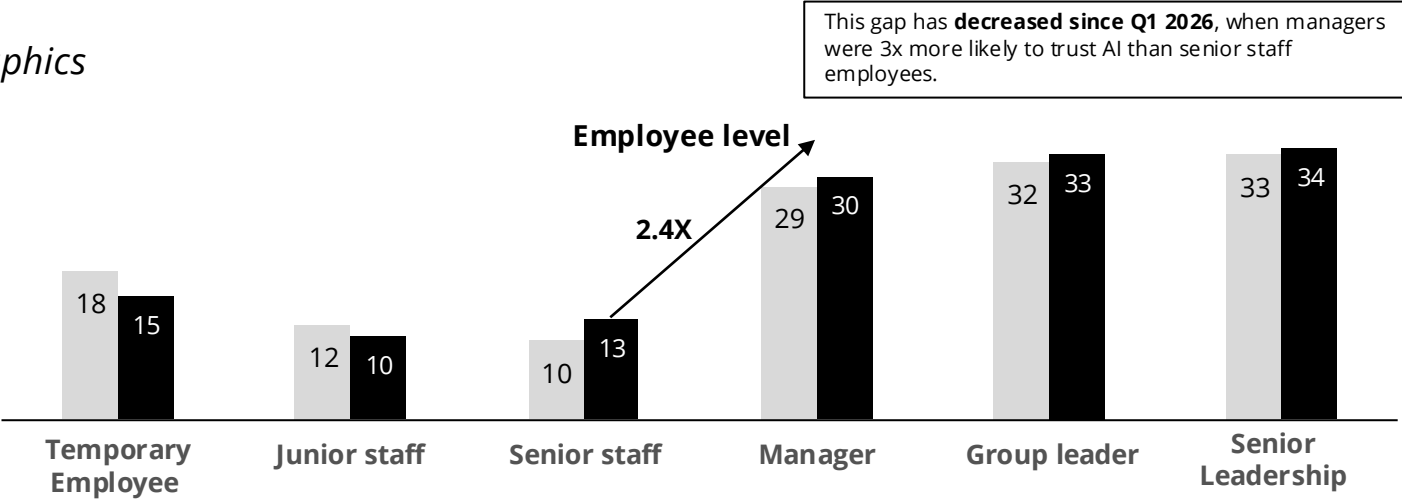
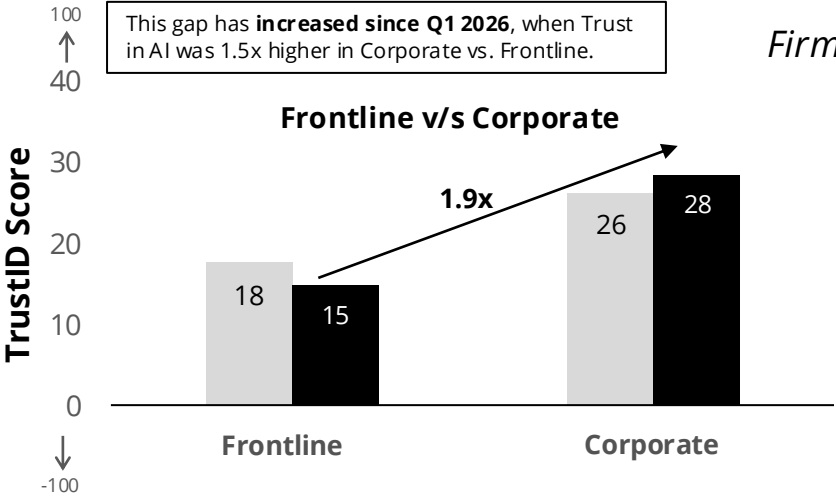


Source: Deloitte TrustID Workforce Index, 2026
Org Trust N Counts | Feb2025: 5779; Mar2025: 6222; Apr2025: 5729; May2025: 6014; Jun2025: 5233; July2025: 5811; Aug2025: 5945; Sep2025: 5964; Oct2025: 5920; Nov2025: 5515; Dec2025: 5365; Jan2026: 5683; Feb2026: 5630; Mar2026: 5662; Apr2026: 5135
AI Trust N Counts | Feb2025: 4066; Mar2025: 4339; Apr2025: 3984; May2025: 4360; Jun2025: 3784; July2025: 4126; Aug2025: 3968; Sep2025: 4067; Oct2025: 4141; Nov2025: 3368; Dec2025: 3379; Jan2026: 3412; Feb2026: 3469; Mar2026: 3571; Apr2026: 3314
Feb 2025-Oct 2025 scores are displaying usage scores related to GenAI. Nov 25'-Jan 26' are overall AI usage scores (Agentic and/or Gen AI)

Trust in AI differs across workforce cohorts; employees at leadership level are 2.6X as trusting in AI than their staff counterparts

Demographic/Firmographic Split Of AI
Employee Ai Trust | Nov 2025 - Apr 2026 Study

Q2 2026 (Feb 2026-Apr 2026) Q1 2026 (Nov 2025-Jan 2026)



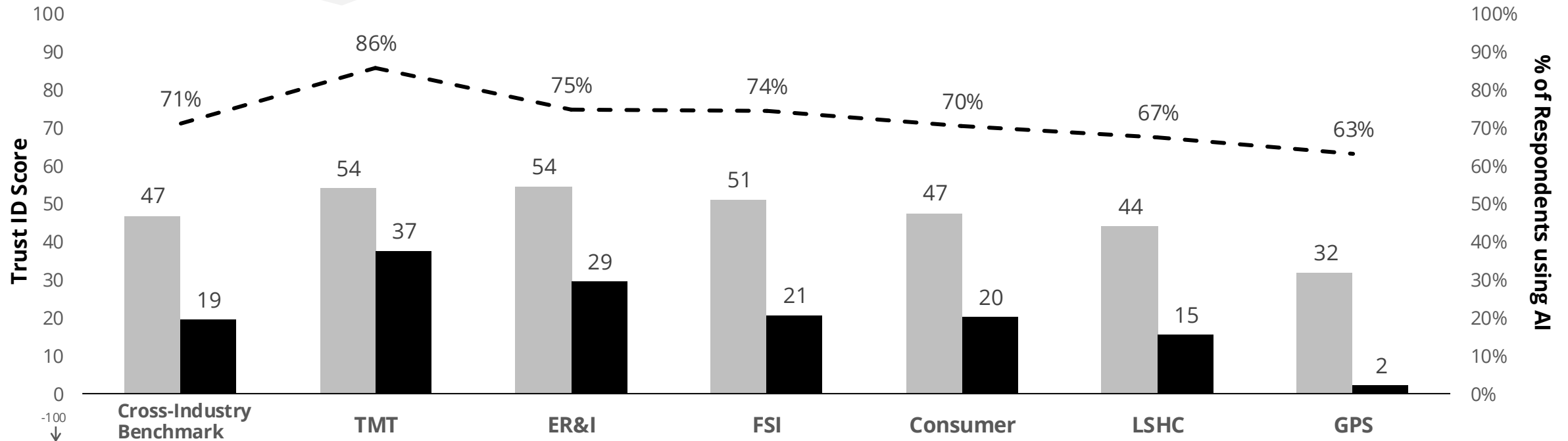
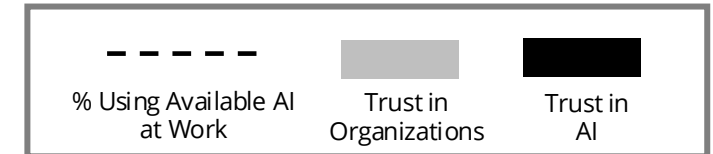
Workforce trust in AI, organization & overall AI usage is highest in Technology, Media & Telecommunications followed by Energy, Resources & Industrials

Trust In AI Across Industries

Employee Industry | Feb 2026 – Apr 2026 Study

High-Level Takeaways

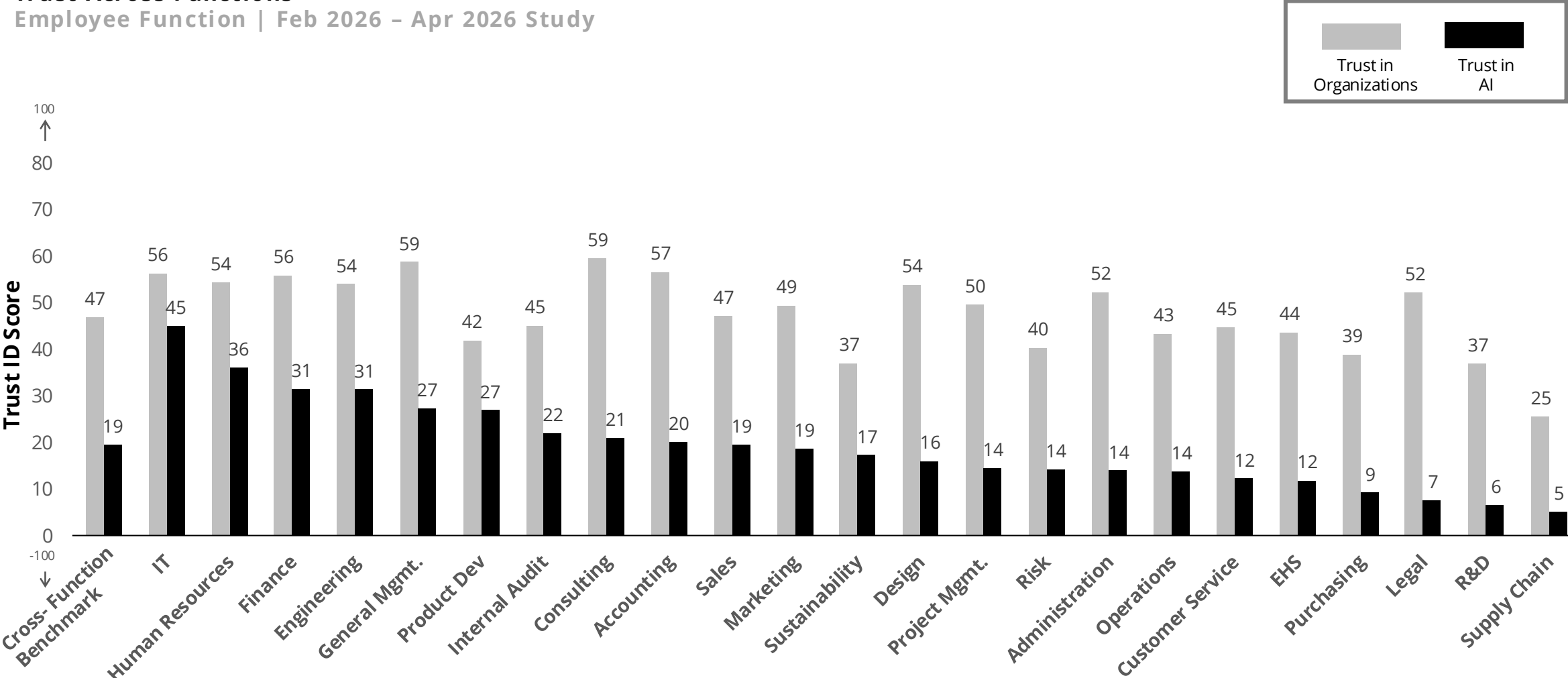
- **TMT leads across all measures** — highest AI usage (86%), trust in organizations (54), and trust in AI (37).
- **Industries with higher AI adoption also show higher AI trust, but trust in AI remains well below trust in organizations across** — Overall, AI trust baseline (19) is less than half of organization trust (47), suggesting an AI-specific credibility gap rather than a broader trust issue.



Workers in IT and HR report strongest AI trust (45 & 36) while workers in Consulting and General Management report highest organizational trust (59)

Trust Across Functions

Employee Function | Feb 2026 – Apr 2026 Study



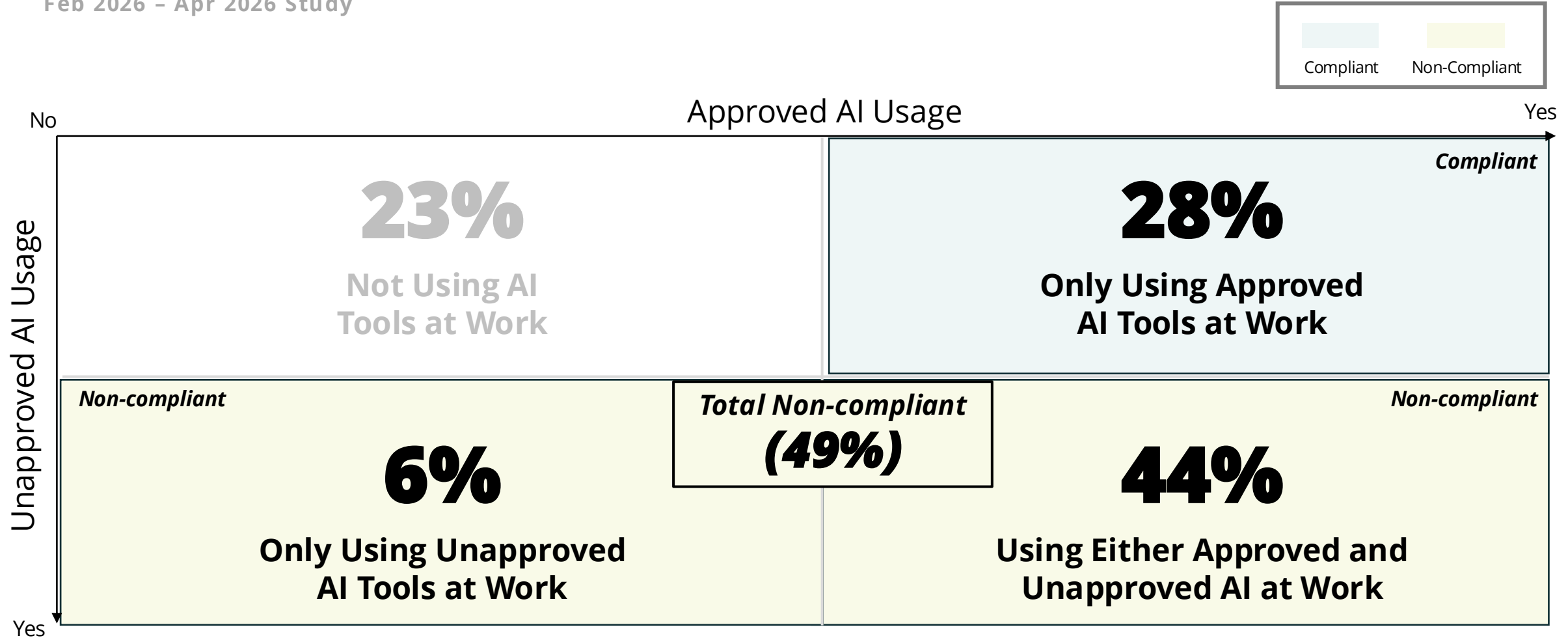
Source: Deloitte TrustID Workforce Index, 2026

N Counts: AI | IT: 1188; HR: 334; Finance: 323; Engineering: 397; General Mgmt: 835; Product Dev: 199; Internal Audit: 24; Consulting: 198; Accounting: 248; Sales: 607; Marketing: 302; Sustainability: 41; Design: 105; Project Mgmt.: 309; Risk: 48; Administration: 470; Operations: 911; Customer Service: 974; EHS: 102; Purchasing: 74; Legal: 194; R&D: 166; Supply Chain: 133
Note: Numbers are rounded to the whole percentage point and trust score for display on the slide

Among workers with AI available at work, 49% report non-compliance through use of unapproved AI solutions, reduced from 52% from last quarter (6% decrease)

Trust In AI

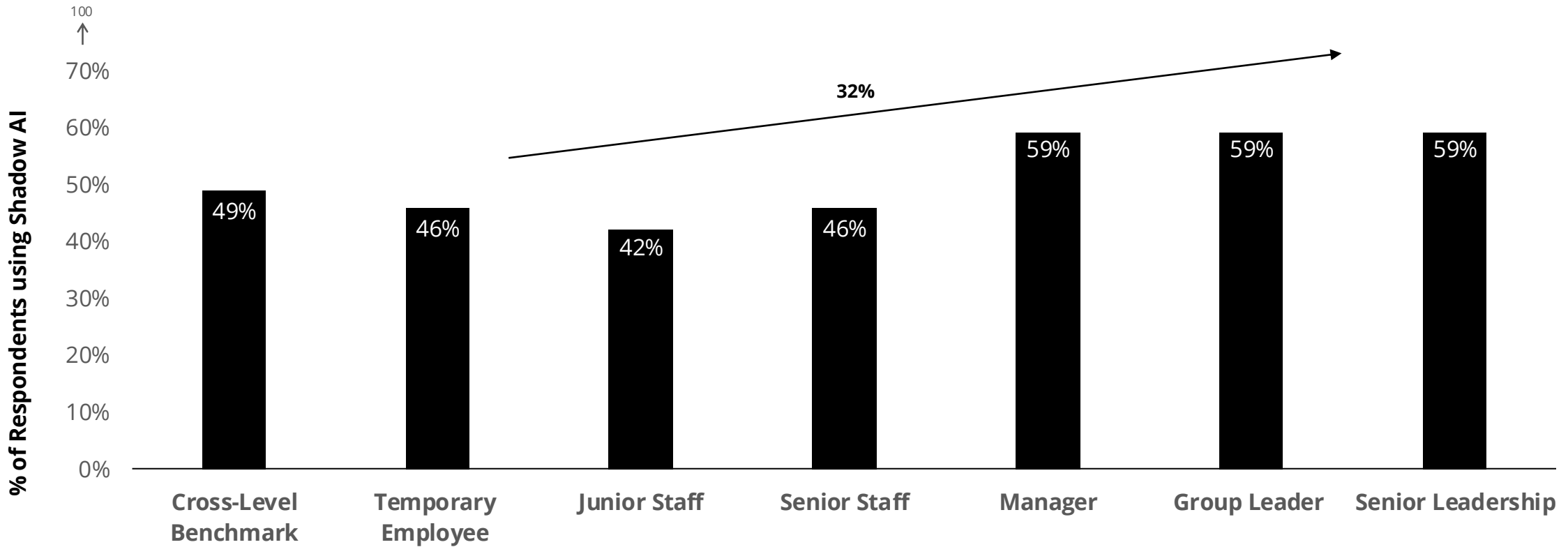
Feb 2026 – Apr 2026 Study



Senior Leaders are 32% more likely than Staff to use shadow AI

Shadow AI Usage

Feb 2025 – Apr 2026 Study



Source: Deloitte TrustID Workforce Index, 2026

N Counts; Junior staff: 1821; Senior staff: 1698;

Manager/Supervisor: 2262; Group Leader: 1023; Senior Leadership: 1111

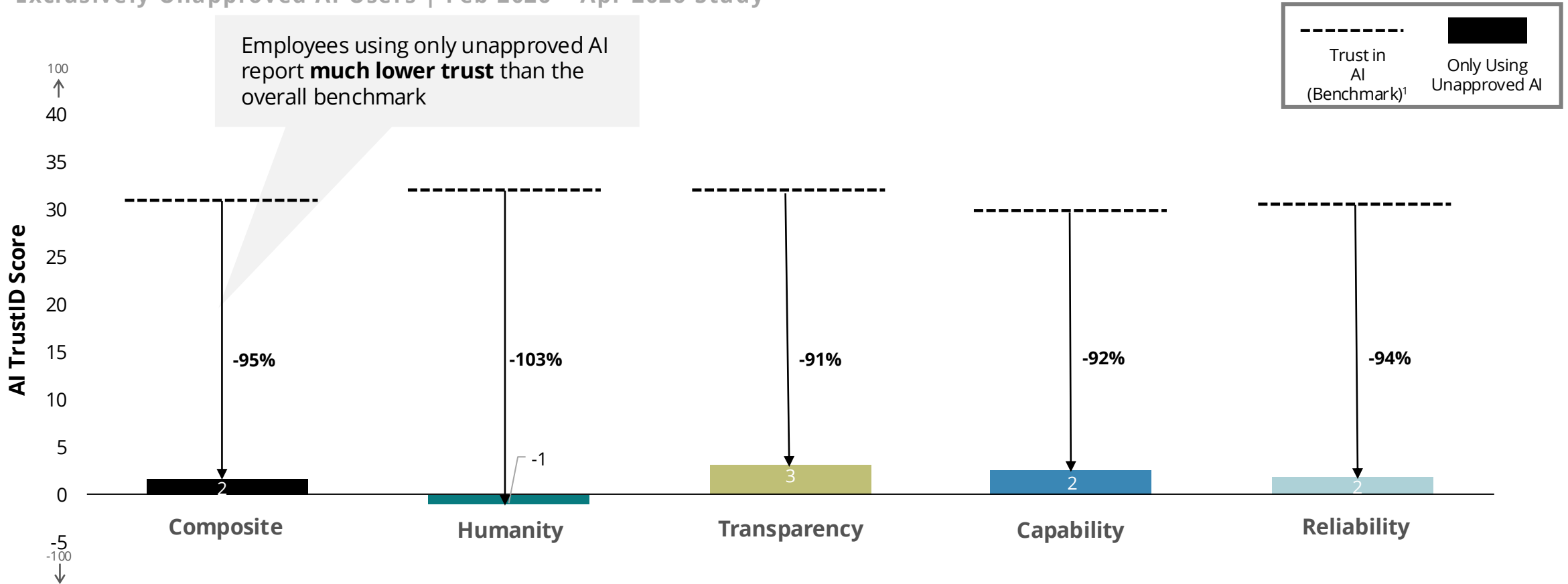
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"Staff" combines Temporary Employee, Junior Staff & Senior Staff. "Senior Leaders" combines Group Leader and Senior Leadership.

Non-compliant behavior is correlated with lower AI trust: Workers using unapproved AI tools have lower trust in their employer's AI

Trust In AI

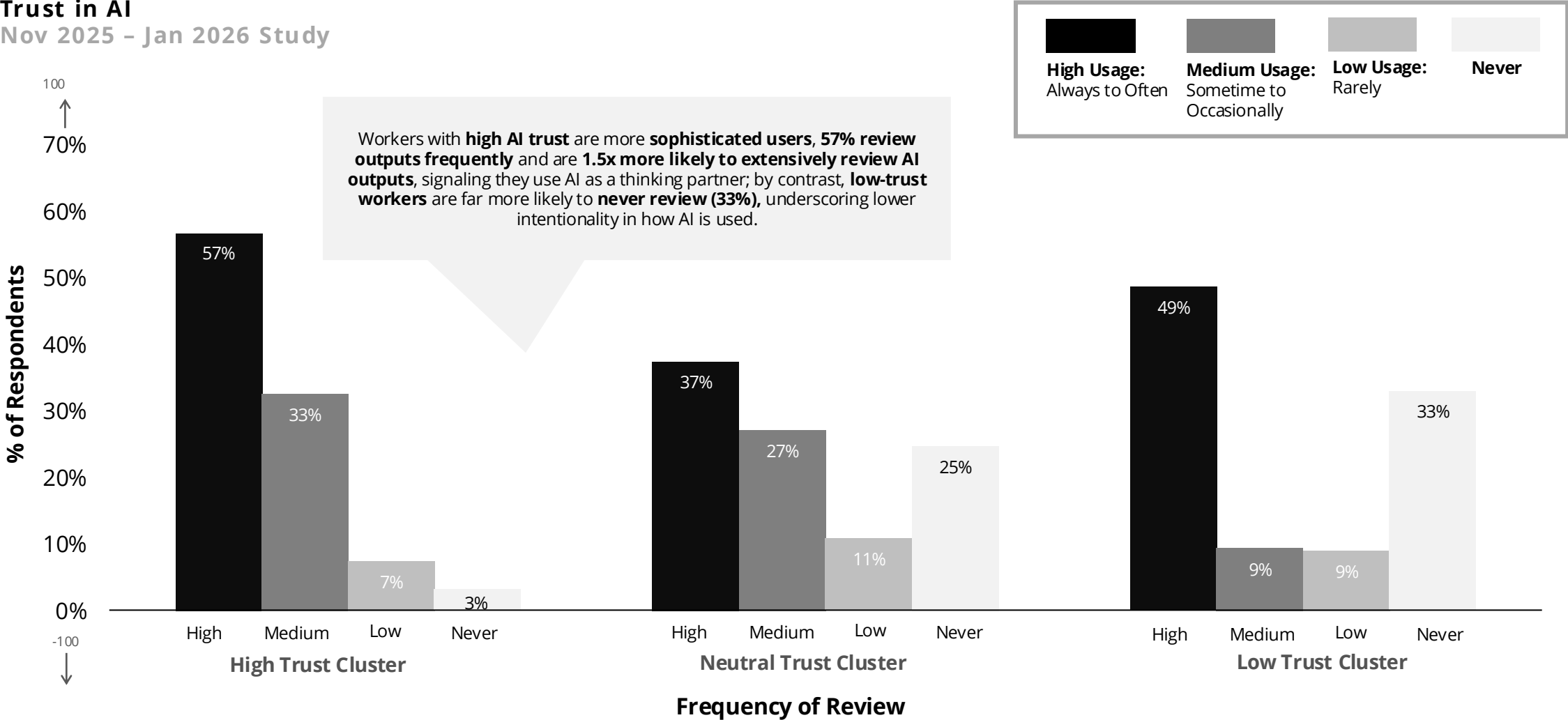
Exclusively Unapproved AI Users | Feb 2026 - Apr 2026 Study



Low scores across the four factors emphasize the need for employers to showcase AI relevance in daily workflow, articulate benefits, and exhibit consistent quality of outputs

Workers with high trust in AI tend to review AI-outputs more frequently, indicating willingness to engage with AI as partners in their work

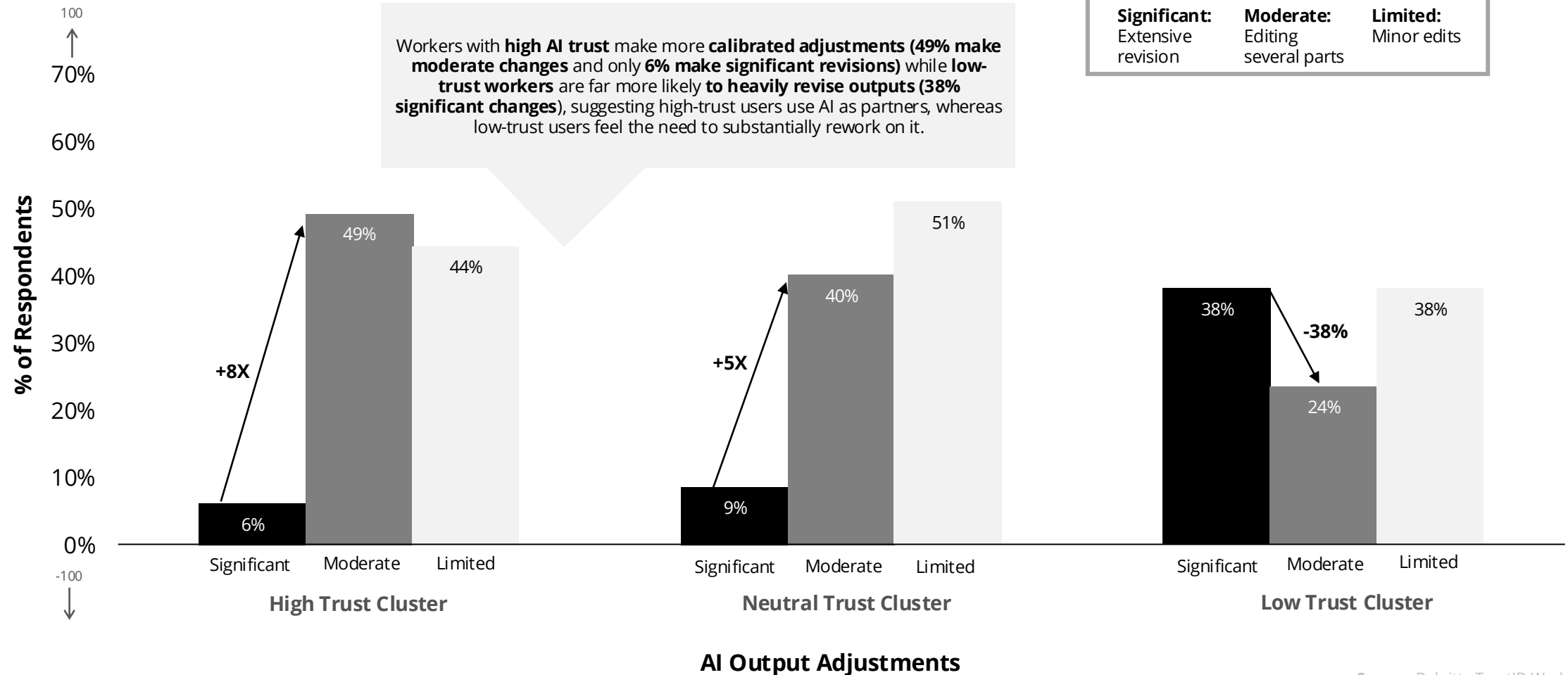
Trust in AI
Nov 2025 – Jan 2026 Study



Workers with high trust in AI tend to make moderate to limited changes in AI outputs, while those with low trust make significant changes

Trust in AI

Nov 2025 – Jan 2026 Study



TRUST FUELS AI ADOPTION

For example, when TRUST in an employer's AI tools is HIGH, WORKERS are...



3.3x

More likely to use GenAI daily for work



3.8x

More likely to use Agentic AI daily for work



2.3x

More hours saved per week overall
(~2.3 hrs on average)



1.4x

More likely to only use approved AI for work



THANK YOU

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