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Use of Artificial Intelligence and Self-Reported Mental Health Among U.S. Workers – 2025

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Descriptive Abstract (135 word limit)

Workplace artificial intelligence (AI) use is growing, yet AI's effect on workers' mental health remains unclear. This study analyzed cross-sectional data from Porter Novelli Public Services' national survey, SummerStyles, conducted in June 2025, among a nationally representative random sample of 4,058 U.S. adults aged ≥18 years of whom 2,558 reported employment. Survey questions included frequency of workplace AI use and self-reported mental health outcomes attributed to workplace AI use. One quarter of employed respondents used AI at work, the majority of which reported workplace AI use had no noticeable impact on self-reported mental health. Forty percent of respondents reported they were "not anxious at all," about AI replacing their jobs, while a third reported being "a little anxious." Despite these findings, substantial gaps in the research on AI's effects on workers persist.

Key Words: Artificial intelligence, occupational health, mental health, survey, cross-sectional

Learning Outcomes:

- To examine the prevalence of self-reported use of artificial intelligence and its effects on mental health among United States workers.
- To understand patterns of self-reported artificial intelligence use by occupation and industry among United States workers.

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Introduction

Artificial intelligence (AI) has the potential to reshape the U.S. employment structure by changing the way workers perform jobs, modifying needed occupational skills, and creating new occupations (1). Many industries, including healthcare, finance, retail, education, manufacturing, legal, mining, and hospitality, regularly use AI (1). In May 2025, PricewaterhouseCoopers surveyed 300 senior executives about their company's AI use and found 52% had fully or broadly adopted AI and another 27% had adopted AI in a limited manner (2).

While widespread adoption of AI technologies can result in positive change, it could also introduce workplace challenges, including job displacement and privacy risk (3). Workplace adoption of AI technologies may also result in potential hazards to worker safety and health such as mechanical failures from AI-powered machines and robots (4). In 2023, the American Psychological Association found 38% of U.S. workers were worried that AI will make their jobs obsolete and, of those, 64% reported feeling tense or stressed during the workday (5).

The integration of AI in the workforce can be associated with technostress, or the psychological strain workers experience when they try to cope with the demands of new technology (6). Technostress can manifests through five dimensions: techno-insecurity (concern about job loss), techno-overload (the perceived need to work more efficiently and faster), techno-uncertainty (concern about keeping up with constantly evolving AI), techno-complexity (the feeling of not having enough skills to adapt to AI), and techno-invasion (when the line between personal and work-related gets blurred) (6, 7). Technostress has been found to be associated with decreased mental health, including emotional exhaustion, burnout, work-family conflict, job insecurity, role overload, depression, and anxiety (7, 8, 9).

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Technostress is unlikely to be the same across all workers. Occupational sector can moderate perceptions of job security. Workers in more automated jobs are less likely to perceive their jobs as vulnerable compared to workers in less automated jobs (10). Also, workers who report less AI-related anxiety tend to possess greater overall digital literacy skills (11). Further, pre-existing job insecurity may exacerbate AI-anxiety and technostress, as those who lack employment stability may be more likely to view AI as a threat to their future employment (7).

These findings suggest that AI use may affect workers differently, depending on their occupational context, thus, it is important to better understand how AI is currently being used in workplaces and how employees perceive its impact on their mental health. In the present study, we analyzed recent national survey data on U.S. workers' self-reported frequency and type of workplace AI use, as well as self-reported mental health impacts of workplace AI. The overall objective was to assess the national prevalence of workplace AI use and subjective perceptions of mental health impact to measure occupational vulnerability patterns.

METHODS

Study Population

This study was conducted with cross-sectional data collected by Porter Novelli Public Services in their SummerStyles 2025 survey, a nationwide survey of U.S. adults administered from June 3, 2025, to June 17, 2025 (12). The survey was administered by the market research firm Ipsos through their Knowledge Panel®, which is representative of the non-institutionalized U.S. population (12). Individuals were randomly recruited using probability-based sampling based on the respondent's mailing addresses. The SummerStyles 2025 survey was sent to 5,319 households that completed the SpringStyles 2025 survey. The final sample included 4,058 adults who completed the survey for a response rate of 76.3%. Survey weights were adjusted for sex,

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age, race and ethnicity, education, household size, census region, metro status, parental status of children 12-17 years old, and household income based on U.S. Census Current Population Survey (CPS) benchmarks.

Raking (iterative proportional fitting) was used to calibrate the panel weights to population benchmarks from CPS. Respondents who did not complete the survey or who had missing values on key demographic variables used in weighting were excluded from the final weighted sample prior to analysis. For analytic variables (workplace AI use and self-reported mental health outcomes), item-level missing data were minimal and were excluded from the denominators of the reported percentages. This activity was reviewed by CDC, deemed not research involving human subjects, and was conducted consistent with applicable federal law and CDC policy.[1]

Measures

Those reporting working for someone else or being self-employed (63.0%, n=2,558) were asked about workplace AI use. Respondents were asked, "Which type of artificial intelligence (AI) do you use at your job?" and could check all that applied using a pre-determined list (Natural Language Processing, Machine Learning, Computer Vision, Robotic Process Automation, Expert Systems). Respondents were also asked "How frequently have you used any of the AI technologies mentioned above at work in the last 3 months?" and answered using a 5-point Likert scale from 'never' to 'nearly every day.' Respondents were asked whether workplace AI use resulted in increased or decreased job stress, burnout, or anxiety, or had no noticeable impact. Respondents were also asked if they were worried AI technologies would

[1] Footnote: See e.g., 45 C.F.R. part 46, 21 C.F.R. part 56; 42 U.S.C. §241(d); 5 U.S.C. §552a; 44 U.S.C. §3501 et seq.

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replace their job. Data on sex, age, income, education, and race/ethnicity were collected when respondents agreed to participate in Knowledge Panel®. Respondents self-reported industry and occupation using a pre-determined list of categories based on the North American Industrial Classification System and Standard Occupational Classification System, respectively (13,14).

Statistical Analysis

Descriptive analyses were performed to summarize patterns of workplace AI use across socio-demographic and occupational groups. Numbers and percentages were calculated for workplace AI use, overall and by demographic and occupational characteristics. Weighted percentages and percentages were calculated for the type of AI used in the workplace, frequency of use, and impact of workplace. To assess statistical differences in workplace AI use by sociodemographic groups, the Kruskal-Wallis test for continuous variables and chi-squared test with Rao & Scott adjustment for categorical variables were used. Analyses were conducted using R Statistical Software version 4.4.1 and the R package 'survey' (15). The 'survey' package was used to incorporate the complex survey design, including probability weights and post-stratification adjustments, to produce nationally representative estimates.

RESULTS

Of those reporting working for someone else or being self-employed, 25.1% used AI at work (n=642), 56.0% did not use AI at work (n=1,433), and 18.9% were not sure (n=483) (Table 1). Those using AI at work were younger (41.8 years) than those reporting not using AI at work (43.5 years), but this difference was not statistically significant (p=0.12). Men more often reported workplace AI use than women (27.1% versus 22.9%, p=0.017). Respondents with higher incomes and education levels reported statistically higher workplace AI use than those with lower incomes and education levels (p<0.001). The occupations with the highest prevalence

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reporting workplace AI use were Computer & Mathematical (n=89, 54.3%) and Business Operations (n=57, 47.7%). The industries were: Finance, Banking, & Insurance (n=79, 45.4%) and Professional, Scientific, Technical, & Business Services (n=128, 42.3%).

Of those reporting workplace AI use, Natural Language Processing such as chatbots was the most prevalent (n=470, 73.2%), followed by Machine Learning such as predictive analytics (n=215, 33.5%) (Table 2). Nearly 40% used AI at work nearly every day or 3-5 times per week (n=243; 37.8%) within the past three months, 32.2% used AI once or twice weekly (n=207), and 27% use AI less than weekly (n=173). Fifty-nine percent of those using AI at work reported no noticeable impact on stress, anxiety, or burnout (n=370).[2] Respondents more frequently reported that workplace AI use reduced their job stress (24.9%) rather than increased job stress (7.7%). Less than 10% (n=61, 9.4%) of those using AI at work reported feeling 'extremely' or 'very anxious' that AI technologies would replace their job. Forty-three percent (n=275) reported not feeling 'anxious at all.'

DISCUSSION

These data from a nationally representative U.S. sample showed that 25% of workers use AI in the workplace and most of them do so weekly. Most participating workers using AI in the workplace reported no noticeable impact on their mental health and nearly 25% of those reported it reduced job stress. Most workers were also not anxious that AI would replace their jobs as nearly 43% reported they were "not anxious at all," and 33.0% reported being "a little anxious." Our results align with the small, but growing body of literature on use of AI in the workplace. This current literature is mixed—showing both negative and positive impacts of workplace AI

[2] A small number of respondents (n=11) checked both deleterious (increased anxiety/stress/burnout) and salutary (decreased anxiety/stress/burnout) options.

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use (16-18). However, more research is needed, especially research using longitudinal designs, validated psychiatric measures, and multivariable analyses.

One important finding from this study was the high proportion of workers reporting reduced stress due to workplace AI use, which mirrors other recent data. Pricewater House Cooper's Global Workforce Hope and Fears 2025 survey reported that approximately 75% of respondents believed AI was increasing productivity and enhancing the quality of their work (2). Peer-reviewed papers are limited to specific countries or industries. For example, a small study from Delhi, India found that IT employee's use of AI significantly reduced burnout, reduced overall workload, and enhanced work-life balance (19). It should be noted that the time frame used in our study reflects the early stages of workplace AI adoption and therefore longitudinal effects related to mental health may still emerge later. Indeed, more recent data supports this hypothesis. In 2026, results from the American Job Quality Study (AJQS) were released. This study surveyed more than 18,000 workers across multiple industries and occupations (20). Data from 2024 showed that most respondents believed AI was doing more good than harm across society, but the 2025 data showed a change (20). Now, 44% of respondents say AI is doing more harm than good for society (20).

This study's finding that workers with higher income and education reported greater AI use is consistent with other research, suggesting that AI-related benefits as well as stressors may be disproportionately distributed to workers of higher socioeconomic status (2). Higher income and education have been found to be associated with higher job control, which is hypothesized to buffer the effect of psychosocial occupational exposures including job demand and burnout (21). Thus, a disproportionate distribution of AI usage among higher-wage and education workers suggest that these workers may be better able to take advantage of AI-related benefits, while

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buffering AI-related stressors. However, a small study of Australian workers found that while job control and AI usage were positively associated, there was no evidence of AI usage buffering the relationship between job demands and burnout (22). This study's sample size was small, but the results suggest that the relationship between AI usage and psychosocial work environment factors could diverge from prior research.

These findings are subject to limitations. First, while weighted data were used to reflect the U.S. population, sampling and non-response bias may be inherent in the SummerStyles survey. Also, missing data were handled by using a complete-case analysis and given the low rate of item-level missingness, this approach is unlikely to have meaningfully biased the results. Second, a substantial proportion of respondents reported being unsure if they used AI at work. This may suggest issues with participant understanding of AI technologies leading to potential exposure misclassification. Third, the mental health measures used in this study were self-reported and subject to recall and information bias. Fourth, the AI exposure variable was broad and grouped different types of AI such as chatbots, robotic process automation, and predictive analytics into a single category that may have obscured meaningful differences in the mental health outcomes. Finally, this study was descriptive in nature and cannot measure causal associations between workplace AI use and mental health.

Conclusions

This cross-sectional study suggests that as of 2025, most U.S. workers do not use or are not sure if they use AI in their workplaces. Of those that do use AI at work, most report no noticeable impact on their mental health. There has been an expanded effort towards exploring AI's impact on employees, but research gaps still exist, especially related to employee-level

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outcomes. Future research should include longitudinal designs, validated psychiatric measures, and multivariable analyses.

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Table 1. Characteristics of Workplace Artificial Intelligence (AI) Use in a Sample of Respondents to the SummerStyles 2025 Survey (n = 2,558)[a]

Characteristic	Uses AI at Work?			
	Yes	No	Unsure	P-value[b]
Age - Mean (SD)	41.8 (12.6)	43.5 (15.1)	42.2 (15.6)	0.12
Sex				0.017
Female	271 (22.9)	664 (55.9)	252 (21.2)	
Male	371 (27.1)	769 (56.1)	231 (16.9)	
Race/Ethnicity				<0.001
White, non-Hispanic	382 (25.6)	887 (59.4)	223 (15.0)	
Black, non-Hispanic	83 (25.7)	157 (48.5)	83 (25.7)	
Hispanic	87 (17.8)	268 (55.0)	132 (27.1)	
Other, non-Hispanic	74 (35.2)	99 (46.7)	38 (18.1)	
2 or more races, non-Hispanic	16 (36.1)	23 (50.5)	6 (13.3)	
Education				<0.001
Less than HS/GED	20 (11.6)	89 (52.8)	60 (35.6)	
High school graduate/GED	60 (10.2)	360 (60.9)	171 (29.0)	
Some college or associate's degree	154 (22.2)	408 (59.0)	130 (18.8)	
Bachelor's degree	216 (34.3)	346 (54.8)	69 (10.9)	
Master's degree or higher	193 (40.6)	230 (48.3)	53 (11.1)	
Household Income				<0.001
Less than $10,000	9 (25.8)	17 (48.0)	9 (26.2)	
$10,000 to $24,999	10 (9.2)	59 (53.3)	41 (37.5)	
$25,000 to $49,999	61 (19.9)	165 (53.9)	80 (26.2)	

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$50,000 to $74,999	64 (17.7)	221 (61.1)	77 (21.3)	
$75,000 to $99,999	57 (17.8)	185 (57.5)	79 (24.6)	
$100,000 to $149,999	140 (25.5)	320 (58.2)	90 (16.3)	
$150,000 or more	301 (34.5)	466 (53.4)	106 (12.1)	
Occupation				<0.001
Computer and Mathematical	89 (54.3)	60 (36.9)	14 (8.8)	
Business Operations (including Marketing)	57 (47.7)	44 (36.4)	19 (15.9)	
Management	103 (41.2)	110 (44.0)	37 (14.7)	
Lawyer, judge	18 (37.2)	24 (48.2)	7 (14.7)	
Life, Physical, and Social Sciences	23 (36.3)	33 (52.8)	7 (10.8)	
Architecture and Engineering	30 (35.5)	49 (58.0)	5 (6.5)	
Community and Social Services	9 (34.2)	15 (57.8)	2 (8.0)	
Health Technologist or Technician (paramedic, lab technician)	11 (33.0)	17 (49.7)	6 (17.3)	
Health Diagnosing or Treating Practitioner (physician, nurse, dentist, veterinarian, pharmacist)	31 (32.9)	48 (51.2)	15 (15.9)	
Financial Operations or Services (Financial Advisor, Broker)	26 (29.8)	51 (58.9)	10 (11.3)	
Armed Services	4 (25.5)	7 (44.8)	4 (29.7)	
Education, Training, and Library	55 (25.2)	137 (63.2)	25 (11.6)	
Personal Care and Service	16 (22.1)	38 (51.3)	20 (26.6)	
Arts, Design, Entertainment, Sports, and Media	11 (18.4)	46 (75.1)	4 (6.5)	
Office and Administrative Support	34 (17.8)	110 (58.3)	45 (23.9)	
Other (Please specify)	47 (16.8)	168 (60.1)	64 (23.0)	
Sales	27 (15.4)	116 (65.1)	35 (19.5)	

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Construction and Extraction	7 (13.7)	25 (52.1)	16 (34.1)	
Protective Service	5 (13.6)	25 (70.0)	6 (16.4)	
Health Care Support (nursing aide, orderly, dental assistant)	6 (11.4)	35 (61.9)	15 (26.7)	
Installation, Maintenance, and Repair	10 (10.7)	59 (63.7)	24 (25.6)	
Food Preparation and Serving	13 (9.3)	76 (56.0)	47 (34.7)	
Transportation and Material Moving	7 (8.1)	61 (70.9)	18 (21.1)	
Precision Production (machinist, welder, baker, printer, tailor)	1 (3.8)	20 (65.1)	10 (31.2)	
Building and Grounds Cleaning and Maintenance	2 (3.1)	38 (63.7)	20 (33.3)	
Farming, Forestry, and Fishing	0 (0.0)	16 (100.0)	0 (0.0)	
Missing	2 (12.4)	7 (43.8)	7 (43.8)	
Industry				<0.001
Finance, Banking, and Insurance	79 (45.4)	68 (39.5)	26 (15.1)	
Professional, Scientific, Technical, and Business Services	128 (42.3)	149 (49.6)	25 (8.2)	
Information	32 (38.8)	39 (47.1)	12 (14.0)	
Wholesale Trade	9 (34.1)	11 (41.8)	6 (24.1)	
Mining, Quarrying, and Oil and Gas Extraction	6 (33.9)	6 (31.1)	7 (35.1)	
Armed Forces	6 (28.2)	10 (52.8)	4 (19.0)	
Community/Non-Profit Organizations	20 (27.3)	39 (54.0)	13 (18.6)	
Arts, Entertainment, and Recreation	18 (27.0)	39 (60.6)	8 (12.4)	
Education and Tutoring	68 (26.6)	149 (58.2)	39 (15.2)	
Health Care	75 (26.5)	152 (53.7)	56 (19.8)	
Real Estate and Property Management	11 (25.4)	22 (53.5)	9 (21.1)	

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Utilities, Waste Management, and Remediation Services	9 (24.5)	26 (68.1)	3 (7.5)	
Factory, Manufacturing, and Woodworking	36 (20.1)	106 (59.1)	37 (20.7)	
Delivery Services, Warehousing, and Transportation	23 (18.7)	75 (60.6)	26 (20.8)	
Child Day Care Services	5 (18.3)	15 (49.9)	9 (31.8)	
Personal Services	13 (18.3)	42 (58.8)	16 (22.9)	
Retail/Stores/Shopping	43 (17.8)	150 (61.2)	51 (21.0)	
Administrative and Support Services	13 (16.6)	45 (56.5)	21 (26.9)	
Farming/Agriculture, Forestry, Fishing, Hunting, Animal Production	10 (16.6)	45 (74.9)	5 (8.5)	
Management of Companies and Enterprises	2 (15.5)	10 (84.5)	0 (0.0)	
Repairs and Maintenance	10 (13.5)	43 (56.2)	23 (30.2)	
Accommodation and Food Services	13 (10.9)	63 (54.7)	39 (34.4)	
Public Administration	7 (9.6)	49 (67.2)	17 (23.2)	
Construction and Specialty Contractors	7 (6.3)	76 (70.0)	26 (23.6)	
Missing	0 (0.0)	3 (50.0)	3 (50.0)	
TOTAL	642 (25.1)	1,433 (56.0)	483 (18.9)	

[a]*Values are row percents unless otherwise noted.*

[b]*Calculated using Kruskal-Wallis test for continuous variables and chi-squared test for categorical variables.*

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Table 2. Type, Frequency, and Self-Attributed Impacts of Workplace Artificial Intelligent (AI) Use Among Those Who Reporting Using AI at Work (n = 642).

Question	n (%)
Which type of artificial intelligence (AI) do you use at your job?[a]	
Natural Language Processing (e.g., chatbots, virtual assistants)	470 (73.2)
Machine Learning (e.g., predictive analytics, recommendation systems)	215 (33.5)
Computer Vision (e.g., image analysis, facial recognition)	139 (21.7)
Robotic Process Automation (e.g., automating repetitive tasks)	118 (18.4)
Expert Systems	28 (4.3)
How frequently have you used any of the AI technologies mentioned above at work in the last 3 months?	
Always (Nearly every day at work)	110 (17.1)
Often (3-5 times a week)	133 (20.7)
Sometimes (1-2 times a week)	207 (32.2)
Rarely (less than once a week)	173 (27.0)
Never	19 (3.0)
In the last 3 months, have you experienced any of the following as a result of using AI at work?[a,b]	
Increased anxiety	68 (10.7)
Increased burnout	22 (3.6)
Increased job stress	48 (7.7)
No noticeable impact	370 (58.7)
Reduced anxiety	59 (9.4)
Reduced burnout	60 (9.4)
Reduced job stress	157 (24.9)

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How anxious or worried are you about AI technologies replacing your job or skills?	
Extremely anxious	22 (3.4)
Very anxious	39 (6.0)
Somewhat anxious	95 (14.8)
A little anxious	211 (33.0)
Not anxious at all	275 (42.9)

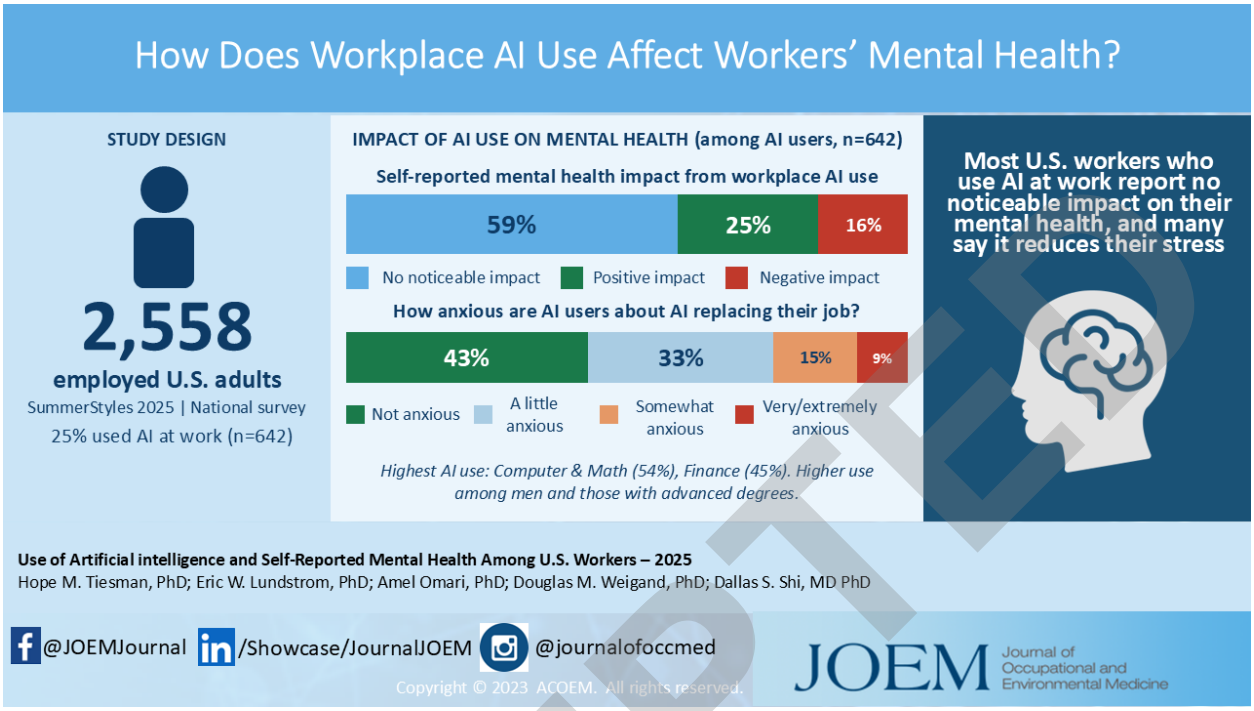
[a]*Column percents do not sum to 100 because answer choices were not mutually exclusive.*

[b]*A small number of respondents (n=11) checked both deleterious (increased anxiety/stress/burnout) and salutary (decreased anxiety/stress/burnout) options.*

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Graphical abstract



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