



Results and recommendations of GMB AI in the workplace member survey for discussion at Joint Consultative Committee on 26/11/25.

GMB has concerns about the way in which AI is being introduced into the workplace. We have requested in the last month or so to see risk assessments for the implementation of AI processes and have not received any. There are huge questions around AI and its introduction into the workplace and how it affects employees and that is the reason why we are raising it in this setting.

Summary of Main Themes: AI Risks and Concerns of GMB members surveyed

1. The Unknown and Uncontrolled Nature of AI

Many respondents expressed uncertainty about how AI works, how decisions are made, and where data goes. There is widespread concern about the lack of transparency, trust, and control over dialogue or outputs generated by AI systems.

2. Abuse of Power and Poor Governance

Comments noted fears of AI being misused — either by organisations or external actors — including manipulation of outputs and a lack of clear accountability for errors or misuse. Several respondents highlighted the need for robust governance, transparency, and ethical oversight.

3. Job Security, Deskilling and Workforce Impact

A recurring theme was fear of job loss, deskilling, and devaluation of professional expertise. Staff are concerned that management may assume AI can replace human judgment, leading to redundancies or reduced development of core skills like critical thinking and writing.

4. Accuracy, Bias and Quality Risks

Many cited inaccurate or misleading information, AI hallucinations, and bias as major risks — particularly when decisions affect vulnerable individuals or require nuanced, qualitative judgment. There is a need for human verification and quality assurance processes.

5. Data Security, Privacy and Compliance

Respondents repeatedly raised concerns about data protection, GDPR breaches, and misuse of sensitive information. The potential for data leakage, unauthorised access, and reputational damage is high if proper safeguards are not enforced.

6. Lack of Training, Planning and Critical Use

There is a strong view that AI is being adopted too quickly, without adequate training, understanding, or policy frameworks. Staff report inconsistent rollout, confusion about appropriate use, and lack of guidance or clear strategy.

7. Ethical, Social and Environmental Considerations

Some highlighted broader implications such as environmental impact, loss of creativity, and ethical issues (e.g., encouraging conformity or “normalising” communication). Concerns were also raised about the sustainability of large-scale AI use and its conflict with net zero goals.

8. Over-Reliance and Reduction in Human Oversight

Multiple responses warned of over-reliance on AI outputs without proper review. This includes risks to safety, decision-making, and the quality of public-facing materials if human checks are bypassed.