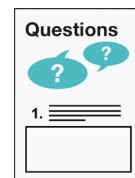


# Tell us how you use AI



Survey booklet



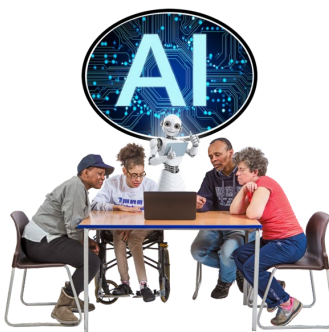
# Who we are

GREATER  
**LONDON**  
AUTHORITY

We are **Greater London Authority**.



We work with the Mayor of London to make London an even better place to live and work.



We want to know how people who live in London use **AI**.



**AI** is a type of technology that copies how humans think, learn and work out problems. AI is short for **artificial intelligence**.

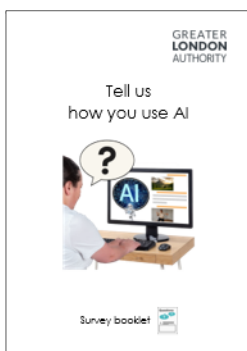
# About our survey



AI is changing the way many people work, study and do everyday tasks.



Some people find it useful, other people are not sure.



This booklet is a survey with questions for you to answer about AI.



We want to know if you use AI and what you use it for.

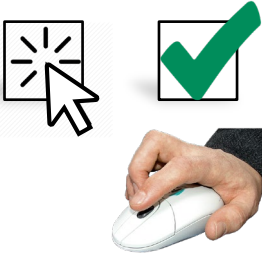


Only answer the questions that are right for you.

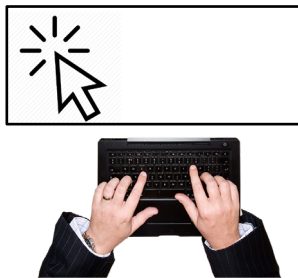


Email your survey to this address  
**[TalkLondon@london.gov.uk](mailto:TalkLondon@london.gov.uk)**

# How to answer the questions



If there are small boxes, click the box next to the answer that is right for you.



If there is a big box, type your answer in the box.

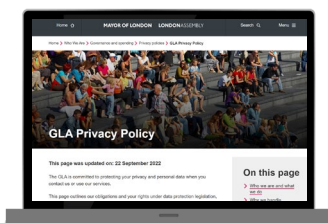
# How we will use your answers



We might use AI to help us read your answers.



We follow laws to make sure we protect your information and keep it in a safe way.



You can ask to read our privacy policy if you want to know how we use your information.



## Question 1

### What sort of job do you have?

Choose all the answers that are right for you.



I work for myself



I own a business or I am a director



I work for a company



I am an apprentice or in training



I am a student



I do not have a job but I am looking for a job



I do not have a job and I am not looking for a job



I am retired and no longer work



None of these options



I do not want to say

## Question 2



**In the last 6 months have you used AI at work, to study or day to day?**

Choose 1 box that is right for you.



Yes



No



I do not know

## Question 3



**How often do you use AI at work, to study or day to day?**

Choose 1 box that is right for you.



Every day



Most days



Once or twice a week



Once or twice a month



Less than once a month



Never



## Question 4

### When have you used AI?

Choose all the answers that are right for you.



In my job



In my own company



In school, college or university



In teaching or training



When I do art or hobbies



When I do day to day tasks



To find out about my health or wellbeing



In looking online



I do not think I have used AI



I've used AI in a different way.  
Tell us in the box below



Question 5a



**How much has AI changed the way you work or study?**

Choose 1 box that is right for you.



A lot



Quite a lot



A little bit



Not at all



I do not know

## Question 5b



**When do you think AI will have a big effect on the way you work or study?**

Choose 1 box that is right for you.



In the next 3 months



In 4 to 6 months



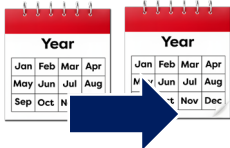
In 6 months to 1 year



In 1 year to 1 and a half years



In 1 and a half years to 2 years



In more than 2 years



Never



I do not know



## Question 5c

**In what ways has AI changed how you work?**

Choose all the answers that are right for you.



Some of my tasks are done by AI



I spend more time checking work done by AI



I am meant to use AI, but I have not been trained how to use it



My employer now cares about different skills



I do new types of tasks



I do more work



I do less work



I work faster



**There are more choices on the next page**



I have more control over how I work



I have less control over how I work



None of these options



I do not know



### Question 6

We want to know how confident you feel using AI at work, to study, or day to day.



**Confident** means you know how to do something and you can do it.



Read each sentence then choose a number from 1 to 5 to show how confident you feel.



**?** I do not know or I do not use AI

How confident do you feel using AI in your day to day life, like at home?

1	2	3	4	?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How confident do you feel using AI at work?

1	2	3	4	?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How confident do you feel using AI to learn new things?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How confident do you feel checking if AI has given you the right answer?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How confident do you feel using AI to help you study or do homework?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Question 7

### What worries you about using AI?

Choose all the answers that are right for you.



I do not know what AI I can trust



I worry the information it gives me is wrong



I worry about keeping my information safe and private



I worry about the effect on jobs



I worry people will be treated unfairly



I do not feel sure about how to use it



I do not think it will help me



I worry about children or young people using it



**There are more choices on the next page**



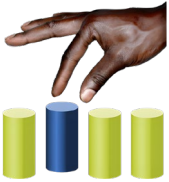
I worry that it has a bad impact on the earth and nature



None of these options



I do not know



I think something else.  
Tell us in the box below



**Answer questions 8, 9 and 10 if you are an apprentice or have a job.**

Question 8



**How much support does your employer give you to use AI at work?**

Choose 1 box that is right for you.



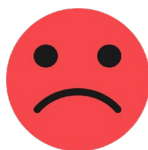
A lot of support



Some support



Not enough support



No support



My work does not use AI



I do not know

## Question 9



**What information has your employer given you about AI at work?**

Choose all the answers that are right for you.



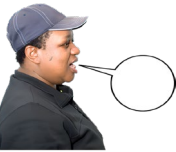
Training in using AI



They told me about the company's rules on AI



They told me how AI may affect my job



They asked me if I think they should use AI



None of these options



I do not know

## Question 10



**Did your employer talk to you and other staff before they started using AI at work?**

Choose 1 box that is right for you.



Yes, and they listened to what we said



Yes, but they did not really listen to us



No, they talked to us after they started using AI



No, they did not talk to us



I do not know



My work does not use AI

**Answer questions 11, 12 and 13 if you are an employer, director or you own a company**



**Question 11**

**As an employer, do you and your staff use AI?**

Choose 1 box that is right for you.



Yes, we use it often



Yes, we use it some of the time



Yes, we are trying it out



No, but we want to use it



No, we will not use it



I do not know

## Question 12

**If you said yes for question 11,  
how has using AI changed your staff?**

Choose all the answers that are right for you.



We have hired staff who have the skills to use AI



We have had to train our staff



Some jobs have changed a lot



We have less staff in some areas of work



It has not changed my staff



None of these options



I do not know



I do not want to say



### Question 13

**As an employer, what stops you using AI?**

Choose all the answers that are right for you.



The cost



We do not have the skills, or we do not know enough about AI



I do not know what AI to trust



I worry about keeping information safe and private



I do not have time to learn about AI or put it into our ways of working



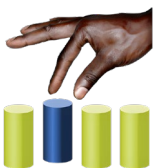
My work does not need it



Nothing



I do not know



I think something else.  
Tell us in the box below



**Answer question 14 and 15 if you are a student or an apprentice.**

Question 14



**As a student or apprentice, do you think you have the right skills to start a job that uses AI?**

Choose 1 box that is right for you.



I have the right skills



I have some of the right skills



I do not have enough of the right skills



I do not have the right skills



I do not know what the rights skill are



I will not work in a job that uses AI

Question 15



**As a student or apprentice, do you learn how to use AI in your classes or training?**

Choose 1 box that is right for you.



Yes, a lot



Yes, a bit



No, but we have talked about AI



No



I do not know

Question 16



**Do you think AI will make it easier or harder for young people to find good jobs in London?**

Choose 1 box that is right for you.



A lot easier



A bit harder



A bit easier



A lot harder



Not easier or harder



I do not know

## Question 17



**How do you think AI will affect people who work in London?**

Choose 3 answers that are right for you.



People who do certain jobs may lose them



Not as many jobs for young people starting their first jobs



People may not have the right support to train again



It may be harder for some people to learn about AI and find work



Jobs may not be as good



It may be hard for small companies to use AI in the same way as bigger companies.



None of these options



I do not know



I think something else.  
Tell us in the box below



## Question 18



### How do you think AI will help people who work in London?

Choose 3 answers that are right for you.



People will get more work done



New jobs that we do not have yet



Better services that everyone can use, like schools or doctors



Better training and chances to learn new skills



Lots of different people in London will make more money



More choices about how and where people work



I do not think AI will help people



I do not know



I think something else.  
Tell us in the box below



Question 19



**How do you want the Mayor of London to help people get used to AI?**

Choose 3 answers that are right for you.



Pay for people to have free training to learn how to use AI



Help companies to use AI



Help protect jobs



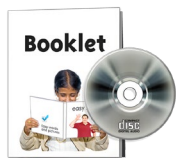
Make sure people are treated fairly



Help protect jobs for people starting to work in a certain area



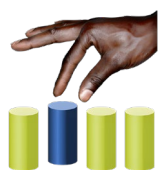
Work with the government to make sure people are treated fairly at work



Give people information about AI and how it will affect jobs



I do not know



I think something else  
Tell us in the box below





## Question 20

### Where did you learn about AI?

Choose all the answers that are right for you



I learnt myself



My employer or other staff at work



Training at work



School, college or university



Online training



A local group or library



Social media



News



Family or friends



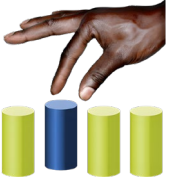
**There are more choices on the next page**



None of these options



I do not know



I think something else.  
Tell us in the box below



Question 21



**Would you know where to go if you wanted to learn AI skills?**

Choose 1 box that is right for you.



Yes



No



I do not know

Question 22



**Would you like free AI training or advice?**

Choose 1 box that is right for you.



Yes



Maybe



No



I do not know



## Question 23

### What types of AI support would you like?

Choose all the answers that are right for you.



To know how to use AI at work



To know how AI can help companies



To know how AI may affect jobs



To have better computer skills



To know how to use AI safely and to spot bad or wrong AI



To know how to use AI at school, college or university



To know how AI can help me use public services like health services



Support as a parent



None of these options



I think something else.  
Tell us in the box below





In this part of the survey, we want to know more about you.



We want to know how AI will affect different people in London.



That's why we want to know if lots of different people answer our survey.



You do not have to answer any of the questions on the next few pages if you do not want to.



Question 24

**What borough of London do you live in?**

Write your answer in the box below



## Question 25

**What type of job do you have or study for?**

Choose 1 box that is right for you.



I work for a job that is owned by the government



I work for a job that is owned by a person or group



I work for a charity



I work with computers or technology



I work in a finance or professional service



I work in teaching or training



I care for people or look after their health



I work in a shop, hotel, bar or restaurant



I help make or build things



**There are more choices on the next page**



I do a creative job,  
like making art or film



None of these options



I do not want to say



Something else  
Tell us in the box below





## Question 26

### What exams have you passed?

Choose 1 box that is right for you.



None



GCSEs or before GCSEs



A Levels or exams like A Levels



Training or apprenticeship



BA or BSc degree



Masters' degree



PhD



Professional exams



I do not want to say



Something else  
Tell us in the box below



Question 27



**Do you have a disability or health condition that affects you every day?**

Choose 1 box that is right for you.



Yes



No



I do not want to say

Question 28



**Do you have children?**

Choose 1 box that is right for you.



Yes



No



I do not want to say



For Question 29, we want you to tell us about your **gender**.

**Gender** means if you describe yourself as male, female or something different.



Question 29

**What is your gender?**

Man

Woman

Something else



For Question 30, we want you to tell us about your **ethnic group**.

**Ethnic group** means your background and where you or your family come from.



Question 30

**What is your ethnic group?**

### **Asian or Asian British**



Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

### **Black, African, Caribbean or Black British**



African

Caribbean

Any other Black background



**The answer options are on the next page**



## Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background



## White

- British       Irish
- Gypsy or Irish Traveller
- Any other white background



## Other ethnic groups

- Arab
- Latin American or LatinX
- Any other ethnic group
- I do not want to say



Question 31

**How old are you?**

Choose 1 box that is right for you.

0 to 15 years old

55 to 64 years old

16 to 24 years old

65 to 74 years old

25 to 34 years old

over 75 years old

35 to 44 years old

I do not want to say

45 to 54 years old



## Question 32

### Do you have a job?

Choose 1 box that is right for you.



No, I have a disability



No, I look after children or my home



No, I am retired



I am a student and work part time



I am a student but do not work part time



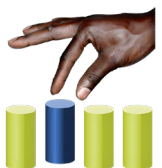
No, I do not have a job



Yes, I work full-time.  
30 hours or more a week



Yes, I work part-time.  
9 to 29 hours a week



Something else



### Question 33

## How do you own or rent your home?

Choose 1 box that is right for you.



I bought my home with a mortgage



I bought my home but I do not have a mortgage



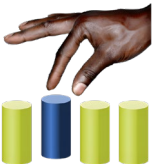
I rent from a housing association



I rent from my local council



I rent from a private landlord



Something else



**What good things can AI bring to jobs in London?**

Write your answer in the box below



**What problems will AI bring to jobs in London?**

Write your answer in the box below