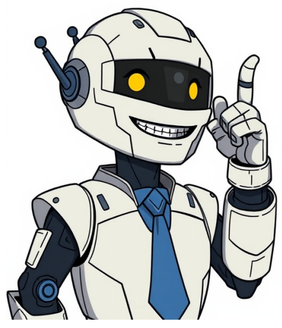
I'm not a robot



How we did this Pew Research Center conducted this study to understand how Americans' views of artificial intelligence compare with the views of those who have expertise in the field. This report includes findings from a survey of U.S. adults, a survey of AI experts and a series of in-depth interviews with experts. To understand the views of the American public, we surveyed 5,410 adults from Aug. 12 to Aug. 18, 2024. Everyone who took part in this survey is a member of the Center's American Trends Panel (ATP), a group of people recruited through national, random sampling of residential addresses who have agreed to take surveys regularly. This kind of recruitment gives nearly all U.S. adults a chance of selection. Interviews were conducted either online or by telephone with a live interviewer. The survey is weighted to be representative of the U.S. adult population by gender, race, ethnicity, partisan affiliation, education and other factors. Read more about the ATP's methodology. To understand the views of AI experts, we surveyed 1,013 AI experts living in the United States from Aug. 14 to Oct. 31, 2024. To create the sample, Center researchers compiled a list of authors and presenters at 21 AI-related conferences held in 2023 or 2024. Surveys were conducted online, and experts were asked to confirm that they live in the U.S. and that their work or research relates to AI before proceeding. Because there is no definitive source of population benchmarks for this group, responses from the expert survey are unweighted. They are only representative of the views of experts who responded to the survey. To further explore expert views, we conducted 30 in-depth interviews with AI experts from Oct. 18 to Nov. 26, 2024. The interviews were designed to give AI experts across a range of different demographic and professional characteristics, including race, ethnicity and gender, a chance to elaborate on their views. However, the in-depth interviews are not representative of any demographic group or AI experts as a whole. Experts were asked to share their views on how AI will impact people in the field of AI. These groups include people who develop AI, those who research AI, those who use AI in their jobs, and those who study the impacts of AI on society. Still, opinions among experts will not be representative of any broader group, including the American public and other workers. Here are the key findings from the survey: Overall, more than half of U.S. adults and AI experts conducted in 2024, and in-depth interviews with experts. Experts are far more positive and enthusiastic about AI than the public. For example, the AI experts we surveyed are far more likely than Americans overall to believe AI will have a very or somewhat positive impact on the United States over the next 20 years (56% vs. 17%). And while 47% of experts surveyed say they are more excited than concerned about the increased use of AI in daily life, that share drops to 11% among the public. By contrast, U.S. adults as a whole – whose concerns over AI have grown since 2021 – are more inclined than experts to say they're more concerned than excited (51% vs. 15% among experts). Jump to: Who did we define as "experts" and how did we identify them? Larger shares of experts than of U.S. adults say AI is personally beneficial. Far more of the experts we surveyed believe these technologies will benefit (76%) rather than harm (15%) them personally. The public is far more likely to think AI will harm them (43%) than benefit them (24%). Still, one-third say they're unsure. Public optimism is low regarding AI's impact on work. While 73% of AI experts surveyed say AI will have a positive impact on how people do their jobs over the next 20 years, that share drops to 23% among U.S. adults. Large gaps are also present in views about AI's effect on the economy, medical care, education and art. Both groups are skeptical of AI's role in news and elections. Only about one-in-ten U.S. adults and experts think AI will have a positive impact on elections. Small shares in each group say the same for news. Similar views of the public and experts around regulation of AI. More than half of U.S. adults (55%) and a similar share of AI experts (57%) say they want more control over how it is used in their lives. And those in both groups worry more that regulation of AI will be too lax than overly restrictive. There are notable gender differences in the way people view AI, but these gaps are more pronounced among experts surveyed. Our previous surveys of U.S. adults have shown that women are often more wary than men about AI. This is true in the current survey. For example, 22% of men think AI will positively impact the U.S., compared with 12% of women. These differences are even wider among the experts surveyed: 63% of men say AI's impact on the U.S. over the next two decades will be very or somewhat positive, compared with 36% of women. Among experts, men are also more likely than women to say they're more excited than concerned about AI (53% vs. 30%) or think AI will personally benefit them (81% vs. 64%). Views also vary based on the type of sector experts work in, particularly on AI and corporate responsibility. Six-in-ten experts at colleges or universities have little to no confidence in U.S. companies to responsibly develop and use AI, versus 39% of those at private companies or businesses who say this. These are the key findings from a survey of 5,410 U.S. adults, conducted Aug. 12-18, 2024; and a separate survey of 1,013 AI experts conducted Aug. 14-Oct. 31, 2024. Below, we dive deeper into a few key areas from our findings: AI and jobs; concerns, bias and representation; and regulation and responsible AI. For this project, we defined "AI experts" as those who demonstrate expertise in artificial intelligence through their jobs, research or publications. Expertise was assessed by a combination of factors including, but not limited to, the amount of time they spend on AI-related work, the number of AI-related courses they teach, the number of AI-related patents they have filed, the number of AI-related publications they have written and the number of times their AI-related publications have been cited by other researchers. To identify authors and presenters who lived in the U.S. and collect email addresses, we compiled a list of authors at 21 AI-focused conferences in the fields of computer vision, natural language processing and general AI. The conferences covered topics including research and development, application, business, policy, social science, identity and ethics. Center researchers used public information and an email finder service to identify authors and presenters who lived in the U.S. and collect email addresses. To be eligible for the survey, experts had to confirm 1) their work or research relates to AI, machine learning or related topics and 2) that they live in the U.S. The study was not designed to estimate the demographics of the AI workforce, and responses received may reflect choices in sample design as well as nonresponse. Refer to Appendix A for the demographic breakdown of responses received. We did not receive enough responses from Hispanic or Black experts to be able to report views by race and ethnicity; this reflects the racial and ethnic makeup of the field. These groups' responses are incorporated into the general figures throughout. We also did not receive enough responses from experts working at nonprofits, in government or self-employed to break out these groups separately. Their responses, too, are included in general figures. To help make sure we heard from a range of voices, we also conducted 30 in-depth interviews with experts who responded to the survey. Please refer to the methodology for more information, including a list of which conferences were included and detail on the steps taken to select and survey these experts. How AI will impact jobs has sparked debate and disagreement – as well as worry among workers. AI is already automating many jobs and threatening others. Others see it as creating new opportunities. Throughout our prior work, the public has been wary about AI's role in job loss. In our most recent survey, 64% of the public thinks AI will lead to fewer jobs over the next 20 years. Far fewer experts surveyed say the same. Among those who do see job loss, though, we find some common ground. Some jobs – like cashiers – are widely viewed as at risk. About three-quarters of U.S. adults and AI experts alike say that over the next 20 years, AI will lead to fewer jobs of this kind. About half or more also say this for pharmacy technicians, factory workers. On the other hand, while 62% of experts expect fewer jobs for truck drivers, this drops to 33% among the public. And the public is more likely than the experts we surveyed to expect AI-related job loss for occupations like musicians, teachers and medical doctors. Fewer than half of U.S. adults and experts alike say there will be job loss in each of these areas, though. Public uncertainty is a factor. The shares of U.S. adults who say they're unsure range from 13% to 26%, depending on the job. We also asked about some specific concerns people might have about AI. Continuing the theme on jobs, we find the public more anxious than experts about job loss (56% vs. 25% are extremely or very concerned). We also find: Inaccurate information, impersonation and data misuse are common worries for both experts and the public. For example, 66% of adults overall and 70% of experts are highly concerned about people getting inaccurate information from AI. The public is more worried about loss of human connection. While 57% of the public is highly concerned about AI leading to less connection between people, this drops to 37% among the experts we surveyed. Bias in decisions made by AI is also a concern for experts and the public (55% each say they're highly concerned). Race, ethnicity and gender often dominate discussions on AI, bias and discrimination - from hiring algorithms to medical decision-making. One way AI companies are dealing with potential racial and gender biases in their models is by improving how models are trained. There are also growing calls for more diverse workforces to counteract bias. These efforts, though, have been met with pushback as companies scale back these initiatives. We first asked the public how they view the representation of various racial and ethnic groups in AI. In this survey, we explore how public and expert views vary on a number of other dimensions. Overall, 75% of experts say the people who design AI take more perspectives into account at least somewhat well – but 44% say this about women's views. The public also sees men's views as better represented in AI design than the views of women. For example