One year in, workers around the world are using AI—a trend that's higher for SMBs.

78% of small and medium-sized business workers across the world are already using AI tools.

But for small business leaders, uncertainty is stalling a plan and vision:

- 79% of SMB leaders say they believe AI adoption is critical for their company to remain competitive.
- 61% of these leaders also say their company lacks a vision and plan to implement AI.

So employees are taking things into their own hands, and keeping AI use under wraps:

- 80% of SMB users are bringing their own AI tools to work.
- 49% are reluctant to admit using AI on their most important tasks.
- 52% believe that using AI on important tasks makes them look replaceable.

SMB employees are eyeing career moves.

- 55% of SMB leaders are concerned about having enough talent to fill key roles this year.
- Nearly half of SMBs are planning to leave the workforce in the next year.
- More than half are planning to leave their full-time job in favor of their side business or side hustle within the next year.

While SMBs see AI as an edge, there’s a training gap.

- 79% of SMB employees believe having AI skills will broaden the job opportunities available to them.
- 60% of SMB leaders say they wouldn’t hire someone without AI skills.
- One-third of SMB AI users have received training.
- 76% of SMB leaders believe that employees can use AI effectively with minimal training.

This data is based on survey results from the 2024 Work Trend Index Annual Report.