



Worker power in the AI era: Insights from 2,000 workers

November 2025

Organise is a worker-led platform with over one million members, bringing together people across all sectors, roles and workplaces to team up for better work.

After noticing a sharp uptick in workers using Organise to discuss artificial intelligence (AI) rollouts and their effects, we conducted two surveys, each with 2,000 respondents, to gain insight into workers' current feelings on how AI is impacting work and its potential effect on worker power.

Summary

Job security and fear of replacement

Workers across industries mention:

- Automation replacing essential tasks
- Management using AI to justify staffing cuts
- AI-driven efficiency targets worsening conditions

Lack of transparency or consultation

Workers repeatedly say AI tools were:

- Introduced without explanation
- Monitored performance secretly
- Used to judge productivity unfairly

Deskilling and loss of professional judgement

Particularly in health, education, research, and tech:

- Workers feel their expertise is being sidelined
- AI produces errors they must fix
- Decision making is shifting to algorithms controlled by management

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Inequality and discrimination

Some workers raised fears of:

- AI tools reproducing bias
- Disabled, neurodivergent, and migrant workers being especially vulnerable

Some pragmatic positivity

A minority say:

- AI helps with admin
- It reduces repetitive work
- It aids creativity or data processing

Across industries, concerns outweigh optimism, particularly in:

- Health and Social Care - workers are worried about deskilling, efficiency pressure, and loss of human centred care
- Retail and Customer Service - strong signals of worsening job quality and job loss risk
- Across all sectors, admin workers report rapid role changes, workload shifts, and limited consultation
- Self-employed and freelance workers, especially in Arts and Culture and Creative industries, report rapid job displacement

In some industries, workers reported a wider range of feelings:

- Technology - some workers benefit from AI tools, while others see their roles being rapidly automated or redesigned
- Education and other public sectors, including the civil service, report using AI tools to assist with admin, such as meeting notes, but that on the whole, there is not sufficient training or consultation on AI

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When it comes to worker power in the AI era, workers' core priorities:

- Fair pay and job security
- Protection from unfair or unaccountable use of AI
- Training and skills development
- Clear rules, rights, and transparency

Workers are not rejecting technology outright, they are rejecting AI being imposed on them without power, protection, or consent.

However, there are a significant number of workers who say:

- AI should not replace people
- AI should support, not control or monitor

This is especially pronounced among self-employed workers, creatives, disabled workers, and retail workers.

Across industries, workers describe AI exaggerating existing issues in workplaces:

- Distrust of management
- Fear of surveillance and productivity tracking
- Lack of consultation
- Disabled and neurodivergent workers being harmed by automation
- AI being used to justify cuts or hiring freezes

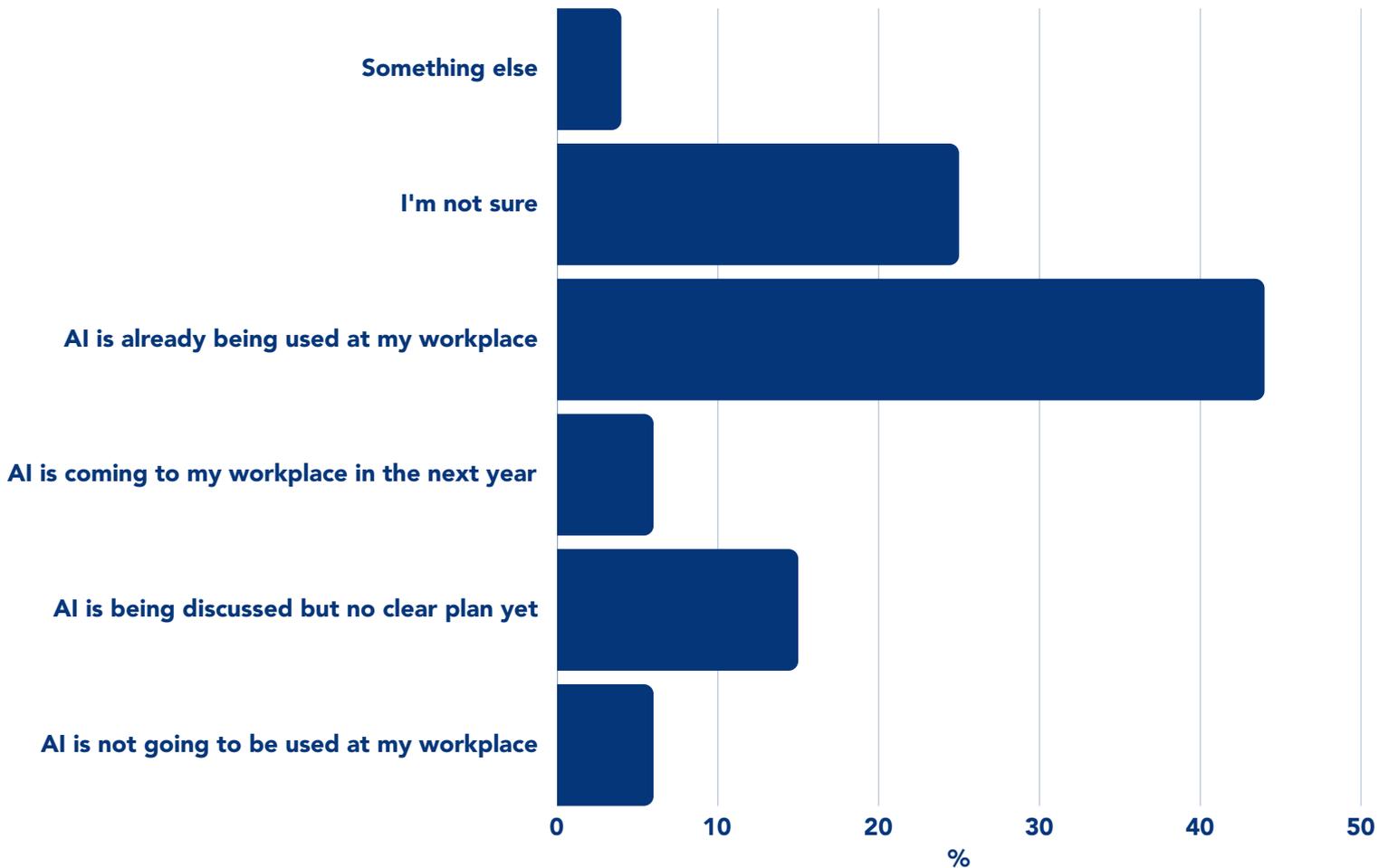
There is a clear split between employees:

- Who fear replacement, monitoring, and discipline
- Want rules, consultation, and collective bargaining

And self-employed and freelancers

- Who fear loss of work, race to the bottom, and IP theft
- Want industry-wide protections
- Strong resistance to AI replacing creative labour

How's AI affecting your workplace?



Insights

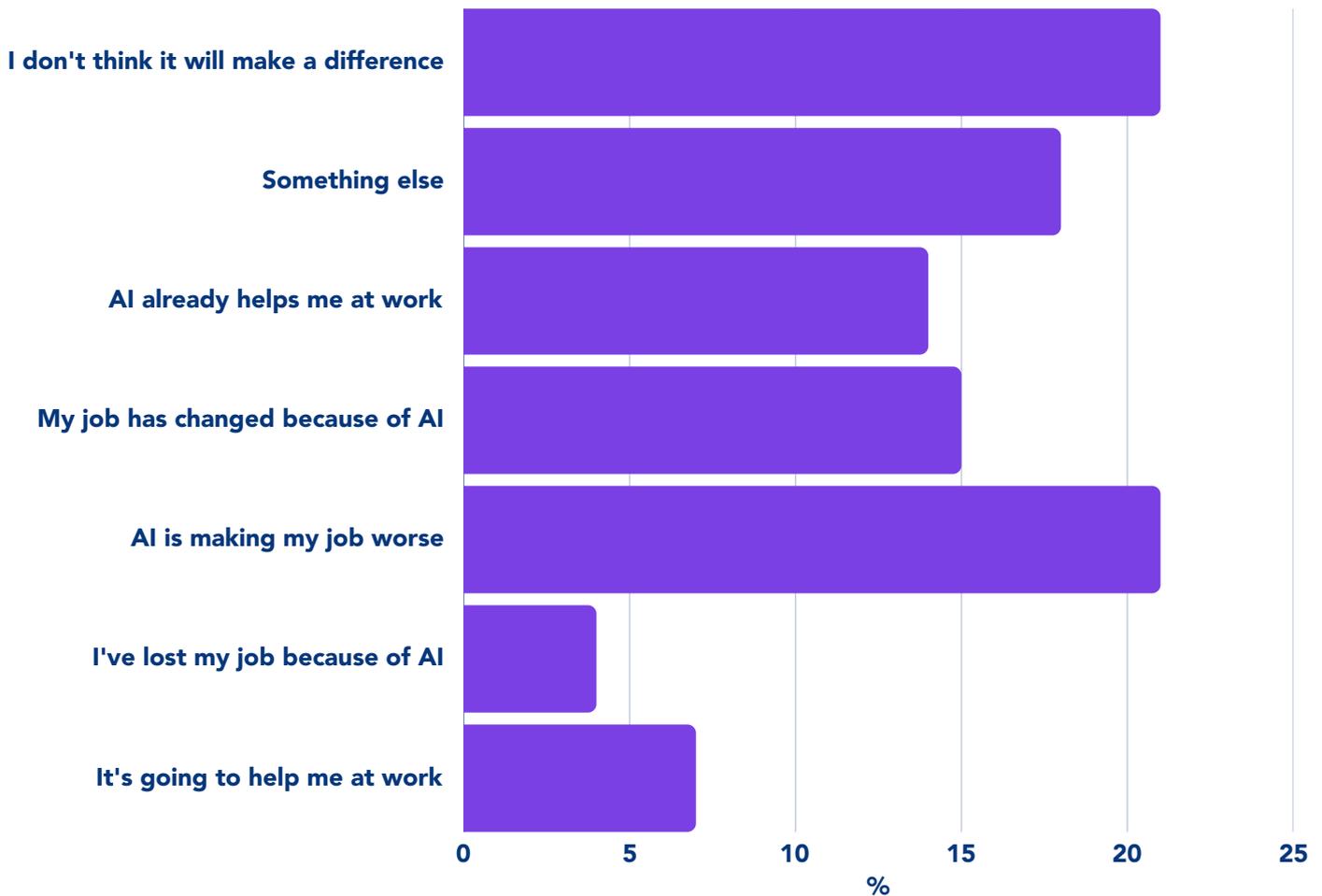
- Workers with practical or manual jobs think they are AI-proof

"I'm a cleaner in a museum, so AI can not be used."

- Workers already experiencing AI complain about flawed systems and lack of training:

"Morrisons has announced a new AI tracking system that watches how long we take to do everything at work...The system is flawed and is going to make even the most loyal staff leave." - Morrison's shop worker

How do you feel about AI and your job?



Insights

- Self-employed and junior workers report rapid job losses:

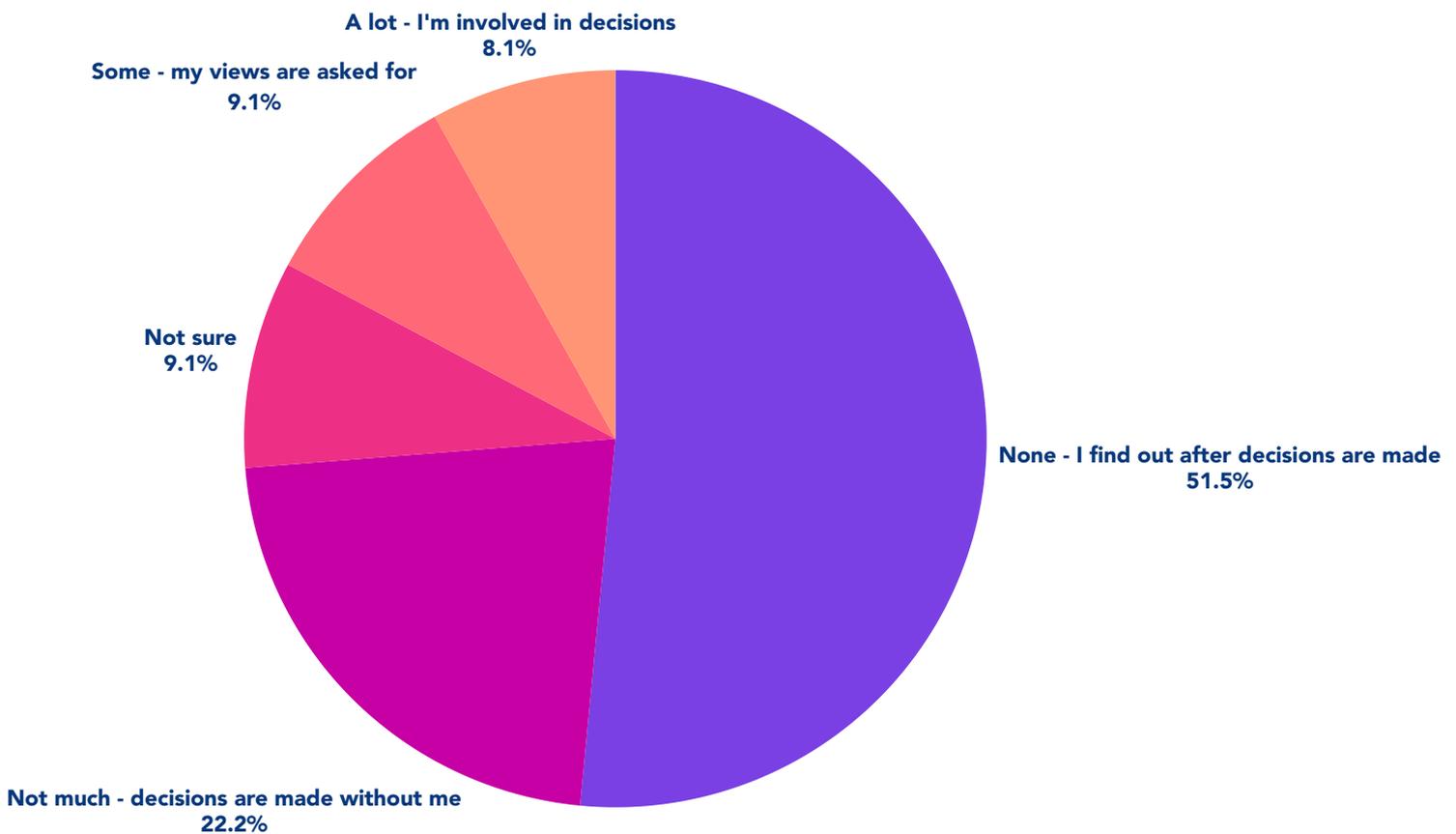
"I am a freelance translator. My job has pretty much been replaced by AI."

"Junior roles are already being automated by AI." - A BBC journalist

- Workers report AI systems making their jobs worse:

"I work for the NHS in a community role. Planning and allocation of calls has now been taken over by AI and some days our workers can be travelling over 60 miles in 1 shift." - A NHS community nurse

How much say do you feel you have in decisions about AI at work?



Insights

- Most workers aren't consulted on AI systems:

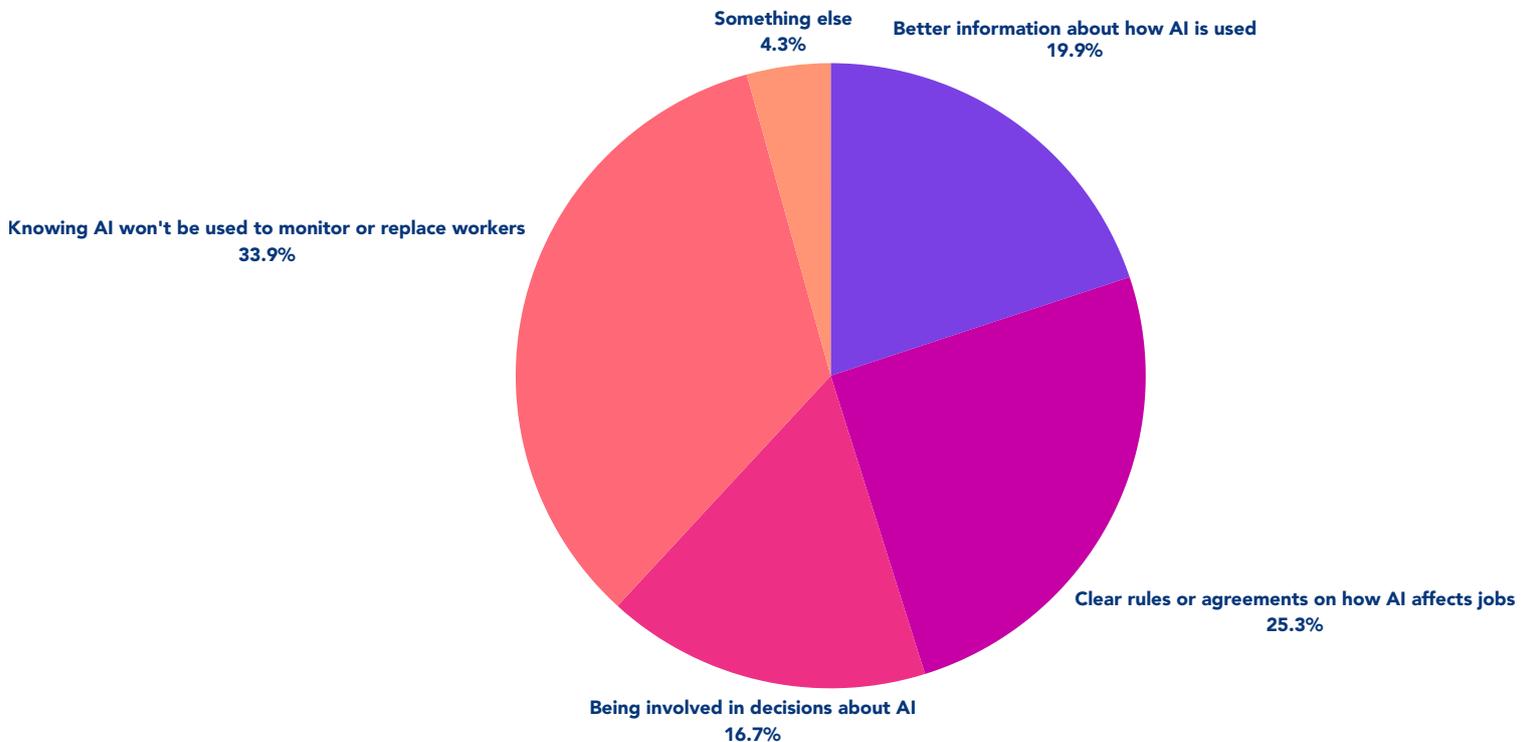
"No consultation at all. New systems appear and we're told to use them." - A retail worker

"Decisions are made by senior leadership and then filtered down." - A university staff member

- More senior or specialist staff are more likely to be consulted:

"I'm involved in decisions about how AI tools are introduced in my area." - A software engineer at a bank

What would help you feel more confident about AI at work?



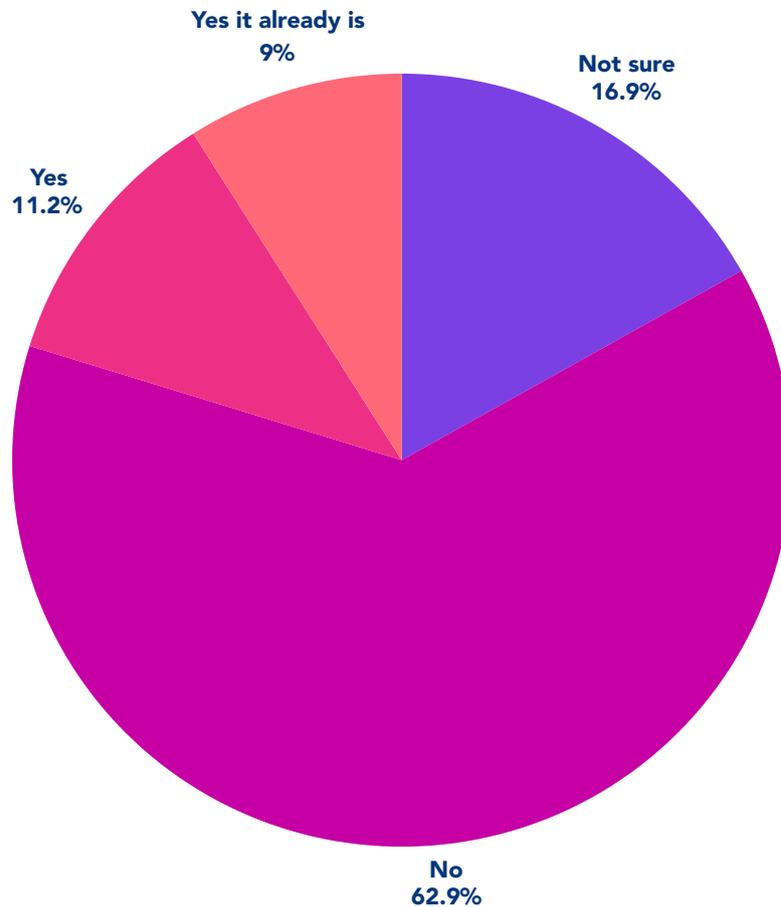
Insights

- There is concern from workers that questioning or challenging AI introduction will have repercussions for them. In particular, older workers and lower-paid roles explicitly link AI to redundancy risk
- Under "something else", many workers suggest Government intervention:

"We need legislation to protect workers from misuse." - An employee in the media

- Across the NHS, retail, councils, charities and large private employers, workers say training only builds confidence when it is paid, meaningful, and linked to progression, not just being told to use new tools.

Do you think AI could increase your power at work?



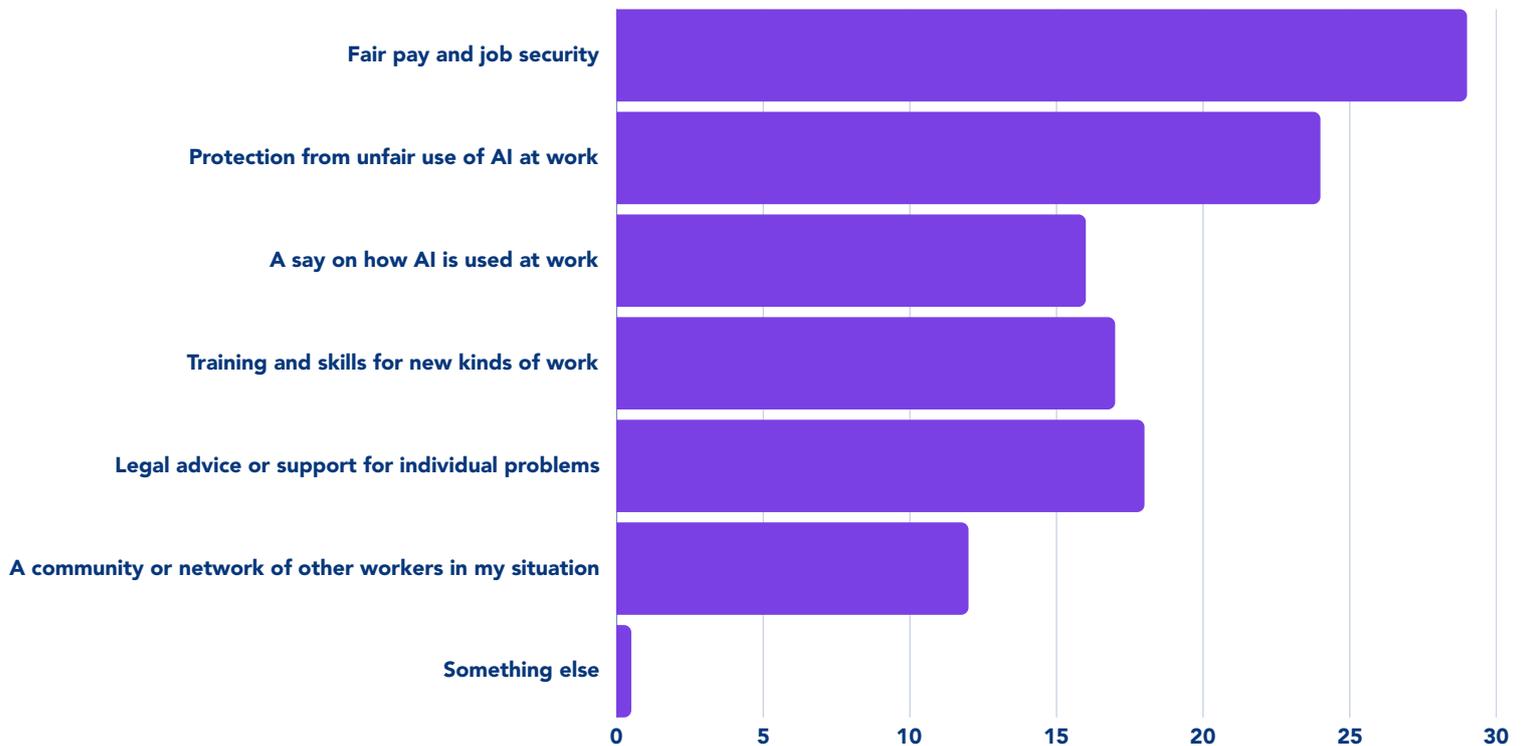
Insights

- Workers in more senior and/or office-based work describe using AI to improve their work:

"AI is being used to do boring and repetitive task and pull information from several systems to make reports, I spend more of my time on interesting tasks that require more logic or thinking."

"I am able to use AI to more quickly figure out potential solutions to problems I am trying to solve at work. Concerns, however, are accuracy of information generated by AI." - NHS England manager

What do you need to feel supported at work in the age of AI?

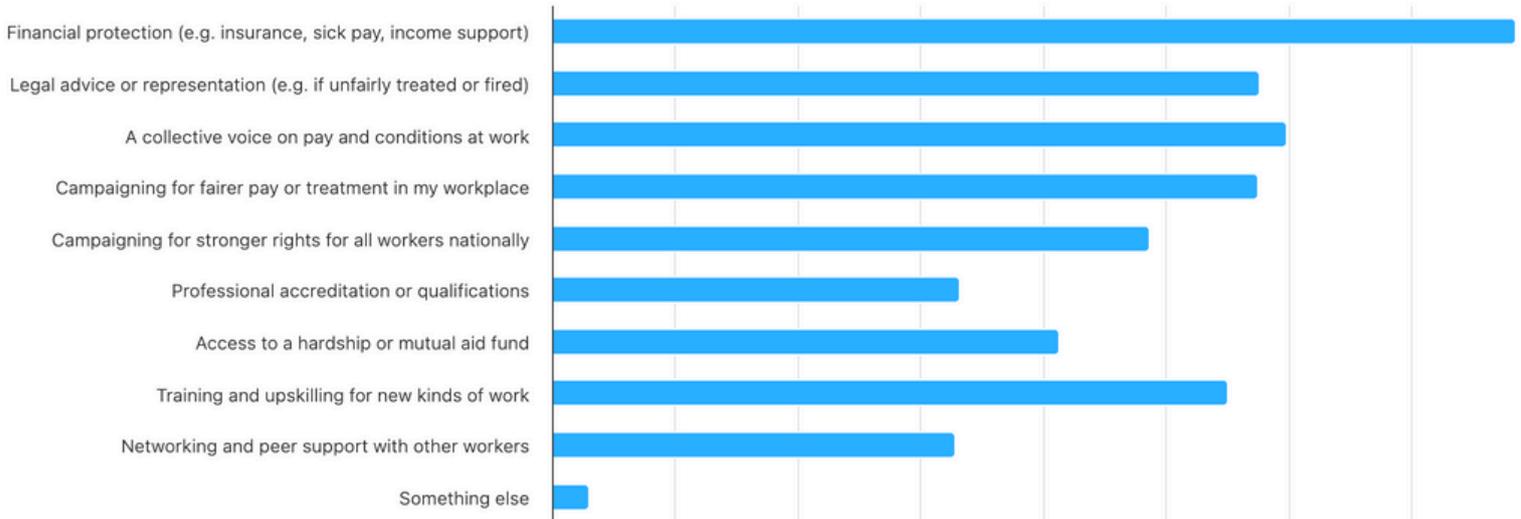


**Multiple choice - participants can tick any that apply to them*

Insights

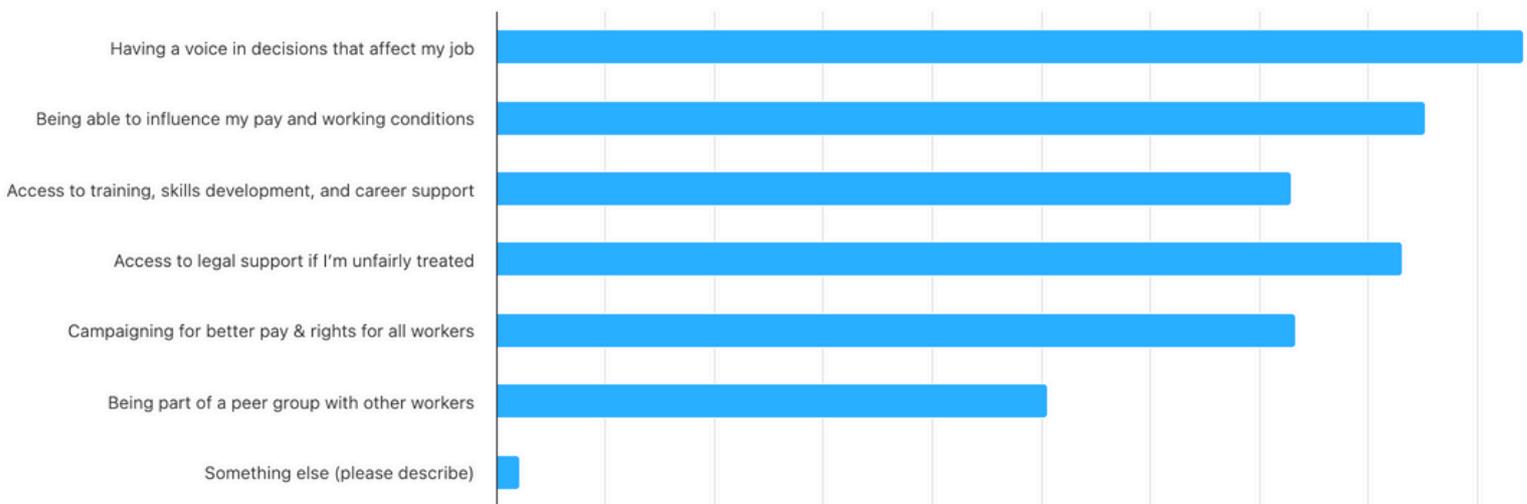
- Workers still prioritise the key aspects of worker power that trade unions provide to unionised workplaces through collective bargaining: fair pay and job security, legal advice or support, training and skills development
- But this is now supplemented by workers wanting a meaningful say on how AI is used at work and protection from unfair use of AI at work

Imagine you had £10 a month to put towards things that support or protect you at work - what would you spend it on?



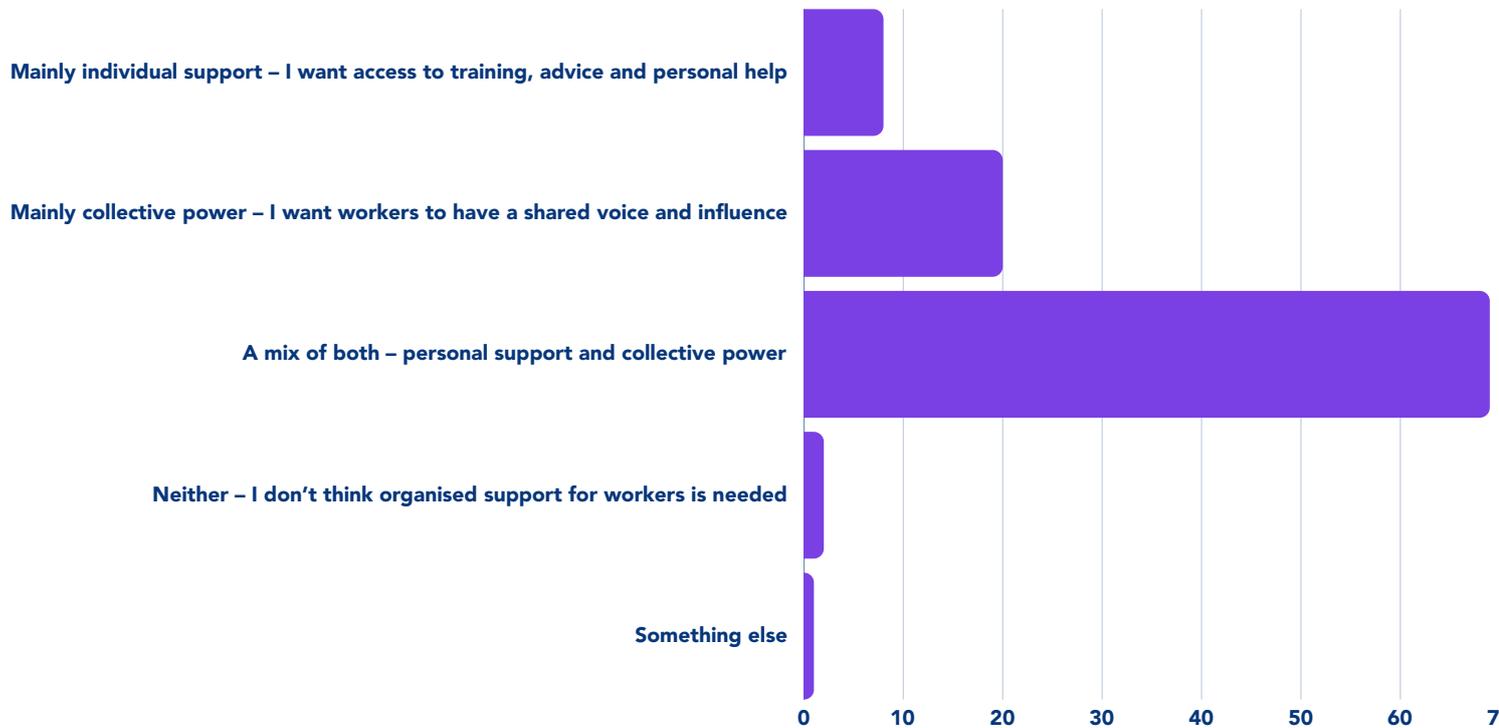
**Multiple choice - participants can tick up to three*

If worker power means having a say at work, shaping pay and conditions, and getting support when you need it, which parts matter most to you?



**Multiple choice - participants can tick any that apply to them*

When you think about support for workers, which matters more to you - individual or collective power?



Insights

- Workers want a real mix of collective power (collective voice on pay and conditions, campaigning for fairer pay or stronger rights) and individual support (financial protection, legal advice and training)
- Typically unionised sectors such as healthcare and education prioritised collective power, and younger workers and/or those in the private sector prioritised individual support

Conclusion

This research shows that workers are not rejecting AI technology itself. Many recognise that AI can reduce admin, support creativity, and remove some repetitive tasks. What workers are rejecting is AI being imposed on them without power, protection, or consent.

Across sectors, AI is too often experienced as a tool of control rather than support. Workers describe systems introduced without consultation, used to monitor performance, justify staffing cuts, intensify workloads, and shift decision-making away from professional judgement. Instead of fixing workplace problems, workers report AI making them worse, deepening insecurity, deskilling roles, and amplifying existing inequalities.

These concerns are especially acute for lower-paid workers, disabled and neurodivergent workers, migrant workers, creatives, and those who are self-employed or freelance, many of whom are already experiencing job loss, income insecurity, or loss of control over their work. Even in more secure roles, workers report discomfort with the speed of AI rollout and the lack of transparency, training, and accountability.

Policy recommendations from workers

- A legal right to consultation on workplace AI
- Protection from unfair use of AI, especially surveillance and automated decisions
- Fair pay, job security, and protection from displacement

Methodology

2,000 workers using the Organise platform took part in two surveys about worker power in the AI era in November 2025. The respondents are representative across sectors, industries, employment type, gender, disability and job level.

References

<https://the.organise.network/surveys/ai-worker-survey>

<https://the.organise.network/surveys/support-at-work-full-survey>