



Survey Report on AI

*This survey gathered insights from **155 participants** representing diverse business sectors, with the results presented in the following report.*

1. Does your company currently use Artificial Intelligence (AI)?

Yes	68.2%
No	19.6%
Planning to use	12.1%

2. In which areas of your business do you use AI the most?

Marketing & Communication	35.2%
Sales	5.7%
Customer Service	11.4%
Human Resources	3.4%
Data Analytics	12.5%
Operations	9.1%
Technology	13.6%
Other	9.1%

3. What are the main benefits you have observed from using AI?

Increased efficiency	58%
Cost Reduction	10.2%
Improved customer experience	8%
Better decision-making	12.5%
Innovation in products/services	11.4%

4. What are the main challenges you face in implementing AI?

High Costs	6.8%
Lack of in-house expertise	22.7%
Integration with existing systems	27.3%
Data Security & Privacy	27.3%
Understanding AI's real value	15.9%

5. Does your company have a dedicated AI strategy?

Yes	14%
No	39.3%



In development	46.7%
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6. What is the level of your staff's knowledge about AI?

Very Low	14%
Moderate	68.2%
High	15%
Expert	2.8%

7. Does your company provide training for staff on the use of AI?

Yes, regularly	13.1%
Yes, occasionally	37.4%
No	49.5%

8. To what extent do you think AI will impact your industry in the next 5 years?

Significantly	61.7%
Moderate	29%
Slightly	8.4%
Not at all	0.9%

9. Do you use popular AI tools (e.g. ChatGPT, Gemini, Claude, Copilot, Perplexity) in daily work?

Yes, frequently	57%
Yes, sometimes	39.3%
No	3.7%

10. Do you see AI more as an opportunity or a risk for your business?

Mostly an opportunity	56.1%
Mostly a risk	1.9%
Both	36.4%
Not sure	5.6%

11. Does your company have a dedicated budget for AI projects?

Yes	15%
No	56.1%
In planning	29%



12. Do you need support/partnerships to develop AI projects?

Yes, from technology providers	42.1%
Yes, from institutions/business organizations	25.2%
No	32.7%

13. How important is it for you that AmCham provides events, training, or discussions on AI?

Very important	42.1%
Important	45.8%
Slightly important	9.3%
Not important	2.8%